

WEBVTT

NOTE duration:"00:42:43.280000"

NOTE recognizability:0.931

NOTE language:en-us

NOTE Confidence: 0.9402536

00:00:00.000 --> 00:00:02.096 Topic cannot be more true than in the

NOTE Confidence: 0.9402536

00:00:02.096 --> 00:00:04.196 next session that we're about to pivot to,

NOTE Confidence: 0.9402536

00:00:04.200 --> 00:00:06.252 which is virtual care and mental

NOTE Confidence: 0.9402536

00:00:06.252 --> 00:00:07.635 health dismantling silos to

NOTE Confidence: 0.9402536

00:00:07.635 --> 00:00:09.360 strengthen the delivery of care.

NOTE Confidence: 0.9402536

00:00:09.360 --> 00:00:12.097 And I'm so delighted that Doctor John

NOTE Confidence: 0.9402536

00:00:12.097 --> 00:00:15.039 Scott is agreed to moderate this panel.

NOTE Confidence: 0.9402536

00:00:15.040 --> 00:00:16.620 John is the Chief Digital

NOTE Confidence: 0.9402536

00:00:16.620 --> 00:00:18.200 Health Officer for UW Medicine.

NOTE Confidence: 0.9402536

00:00:18.200 --> 00:00:20.312 He's also a professor in Allergy

NOTE Confidence: 0.9402536

00:00:20.312 --> 00:00:21.720 and infectious diseases at

NOTE Confidence: 0.9402536

00:00:21.786 --> 00:00:23.280 University of Washington.

NOTE Confidence: 0.9402536

00:00:23.280 --> 00:00:24.680 I've known him for a long time,

NOTE Confidence: 0.9402536

00:00:24.680 --> 00:00:26.479 got to know him a lot better.
NOTE Confidence: 0.9402536

00:00:26.480 --> 00:00:27.635 Through the pandemic,
NOTE Confidence: 0.9402536

00:00:27.635 --> 00:00:29.560 as we shared best practices
NOTE Confidence: 0.9402536

00:00:29.560 --> 00:00:31.440 and learn from each other,
NOTE Confidence: 0.9402536

00:00:31.440 --> 00:00:34.860 he's been doing the Project ECHO
NOTE Confidence: 0.9402536

00:00:34.860 --> 00:00:37.413 since before 2010 has really
NOTE Confidence: 0.9402536

00:00:37.413 --> 00:00:40.239 made an impact in serving rural
NOTE Confidence: 0.9402536

00:00:40.239 --> 00:00:42.840 and underserved areas for.
NOTE Confidence: 0.9402536

00:00:42.840 --> 00:00:44.560 You know common diseases,
NOTE Confidence: 0.9402536

00:00:44.560 --> 00:00:47.140 complex diseases really built out a
NOTE Confidence: 0.9402536

00:00:47.212 --> 00:00:49.676 a terrific model that was robust to
NOTE Confidence: 0.9402536

00:00:49.680 --> 00:00:51.680 low bandwidth challenges as well.
NOTE Confidence: 0.9402536

00:00:51.680 --> 00:00:54.235 So I'm delighted to have you John.
NOTE Confidence: 0.9402536

00:00:54.240 --> 00:00:57.072 I think he may be joining by video
NOTE Confidence: 0.9402536

00:00:57.072 --> 00:00:59.685 more than audio due to some technology
NOTE Confidence: 0.9402536

00:00:59.685 --> 00:01:01.910 challenges himself in the the

NOTE Confidence: 0.9402536

00:01:01.910 --> 00:01:04.559 digital desert of his hotel room.

NOTE Confidence: 0.9402536

00:01:04.560 --> 00:01:05.360 John, are you there?

NOTE Confidence: 0.927314885714286

00:01:06.600 --> 00:01:07.636 Yeah, I am. Can you hear me?

NOTE Confidence: 0.882526744166667

00:01:07.720 --> 00:01:08.444 Awesome. Yes, perfect. John,

NOTE Confidence: 0.882526744166667

00:01:08.444 --> 00:01:09.799 I'm going to turn it over to you.

NOTE Confidence: 0.9402536

00:01:11.130 --> 00:01:11.970 Thank you. Thank you. Yeah,

NOTE Confidence: 0.9402536

00:01:11.970 --> 00:01:14.211 I'm a a victim of the digital divide and

NOTE Confidence: 0.9402536

00:01:14.211 --> 00:01:16.566 and I'm currently located in Washington,

NOTE Confidence: 0.9402536

00:01:16.570 --> 00:01:18.005 DC, eight blocks from the White House.

NOTE Confidence: 0.9402536

00:01:18.010 --> 00:01:20.800 So it's not always in the rural areas where

NOTE Confidence: 0.9402536

00:01:20.800 --> 00:01:23.080 you have challenges to getting broadband.

NOTE Confidence: 0.9402536

00:01:23.080 --> 00:01:25.210 So we're going to talk about

NOTE Confidence: 0.9402536

00:01:25.210 --> 00:01:27.049 virtual care and mental health.

NOTE Confidence: 0.9402536

00:01:27.050 --> 00:01:30.928 And we have 3 distinguished speakers today.

NOTE Confidence: 0.9402536

00:01:30.930 --> 00:01:32.970 Our, our objectives are threefold.

NOTE Confidence: 0.9402536

00:01:32.970 --> 00:01:35.434 First, I want to introduce the concept
NOTE Confidence: 0.9402536

00:01:35.434 --> 00:01:37.200 of this collaborative care model.
NOTE Confidence: 0.9402536

00:01:37.200 --> 00:01:39.350 Which may be a little bit of a new concept
NOTE Confidence: 0.9402536

00:01:39.408 --> 00:01:41.354 to folks especially on the East Coast,
NOTE Confidence: 0.9402536

00:01:41.360 --> 00:01:43.493 but something that many,
NOTE Confidence: 0.9402536

00:01:43.493 --> 00:01:45.837 many folks are doing on the West Coast.
NOTE Confidence: 0.9402536

00:01:45.840 --> 00:01:47.960 The next thing we want to talk about
NOTE Confidence: 0.9402536

00:01:47.960 --> 00:01:50.558 just why are there silos between
NOTE Confidence: 0.9402536

00:01:50.560 --> 00:01:52.942 mental health and physical health and
NOTE Confidence: 0.9402536

00:01:52.942 --> 00:01:56.038 you know why is why is that happen?
NOTE Confidence: 0.9402536

00:01:56.040 --> 00:01:57.524 And then lastly want to want to
NOTE Confidence: 0.9402536

00:01:57.524 --> 00:01:59.163 be sure to talk about the Ryan
NOTE Confidence: 0.9402536

00:01:59.163 --> 00:02:00.922 Haid Act and how that might impact
NOTE Confidence: 0.9402536

00:02:00.922 --> 00:02:03.056 your your care of telemedicine.
NOTE Confidence: 0.9402536

00:02:03.056 --> 00:02:05.376 So I'm going to introduce
NOTE Confidence: 0.9402536

00:02:05.376 --> 00:02:06.910 our speakers and I'm

NOTE Confidence: 0.837642166

00:02:09.670 --> 00:02:10.830 have them give their presentation,

NOTE Confidence: 0.837642166

00:02:10.830 --> 00:02:11.910 then we'll have the Q&A at the end.

NOTE Confidence: 0.837642166

00:02:11.910 --> 00:02:14.410 I do want to remind folks, we do have a

NOTE Confidence: 0.837642166

00:02:14.410 --> 00:02:17.134 10 minute break between 3:20 and 3:30.

NOTE Confidence: 0.837642166

00:02:17.134 --> 00:02:19.710 So thank you for your patience.

NOTE Confidence: 0.837642166

00:02:19.710 --> 00:02:21.744 And but we do have a break coming up.

NOTE Confidence: 0.837642166

00:02:21.750 --> 00:02:24.102 So our first speaker is really

NOTE Confidence: 0.837642166

00:02:24.102 --> 00:02:25.670 a legend in telehealth,

NOTE Confidence: 0.837642166

00:02:25.670 --> 00:02:28.470 that's Doctor Peter Yellowly's.

NOTE Confidence: 0.837642166

00:02:28.470 --> 00:02:31.249 So Peter was the past president of

NOTE Confidence: 0.837642166

00:02:31.249 --> 00:02:33.300 the American Telemedicine Association.

NOTE Confidence: 0.837642166

00:02:33.300 --> 00:02:35.560 He was the inaugural Chief

NOTE Confidence: 0.837642166

00:02:35.560 --> 00:02:37.820 Wellness Officer at UC Davis.

NOTE Confidence: 0.837642166

00:02:37.820 --> 00:02:40.140 He's now a Distinguished Emeritus

NOTE Confidence: 0.837642166

00:02:40.140 --> 00:02:42.980 professor of psychiatry at UC Davis,

NOTE Confidence: 0.837642166

00:02:42.980 --> 00:02:44.910 where he directed the fellowship
NOTE Confidence: 0.837642166

00:02:44.910 --> 00:02:46.454 program in clinician wellbeing,
NOTE Confidence: 0.837642166

00:02:46.460 --> 00:02:47.976 a really timely topic.
NOTE Confidence: 0.837642166

00:02:47.976 --> 00:02:50.820 He's currently the CEO of Async Health,
NOTE Confidence: 0.837642166

00:02:50.820 --> 00:02:52.480 which is a telemedicine
NOTE Confidence: 0.837642166

00:02:52.480 --> 00:02:54.140 company that he cofounded.
NOTE Confidence: 0.837642166

00:02:54.140 --> 00:02:55.575 He's going to be our first speaker.
NOTE Confidence: 0.837642166

00:02:55.580 --> 00:02:57.144 Our second speaker will
NOTE Confidence: 0.837642166

00:02:57.144 --> 00:02:58.708 be Doctor Daniel Becker.
NOTE Confidence: 0.837642166

00:02:58.710 --> 00:03:00.376 So Dan is a professor of clinical
NOTE Confidence: 0.837642166

00:03:00.376 --> 00:03:02.308 psychiatry at the University of California,
NOTE Confidence: 0.837642166

00:03:02.310 --> 00:03:03.860 San Francisco and the School
NOTE Confidence: 0.837642166

00:03:03.860 --> 00:03:04.790 of Medicine there.
NOTE Confidence: 0.837642166

00:03:04.790 --> 00:03:07.298 He's also Vice Chair for Strategy
NOTE Confidence: 0.837642166

00:03:07.298 --> 00:03:09.910 in the Department of Psychiatry.
NOTE Confidence: 0.837642166

00:03:09.910 --> 00:03:13.222 His specialty is in the adolescent

NOTE Confidence: 0.837642166

00:03:13.222 --> 00:03:15.430 psychiatry and addiction psychiatry.

NOTE Confidence: 0.837642166

00:03:15.430 --> 00:03:17.866 So look forward to his perspective

NOTE Confidence: 0.837642166

00:03:17.870 --> 00:03:18.854 and his talk.

NOTE Confidence: 0.837642166

00:03:18.854 --> 00:03:20.920 And then our third and final speaker

NOTE Confidence: 0.837642166

00:03:20.920 --> 00:03:23.309 would be my colleague in Washington state,

NOTE Confidence: 0.837642166

00:03:23.310 --> 00:03:24.630 Doctor Chris Chen.

NOTE Confidence: 0.837642166

00:03:24.630 --> 00:03:26.830 So Chris is a internist.

NOTE Confidence: 0.837642166

00:03:26.830 --> 00:03:29.104 And also Medical Director from Medicaid

NOTE Confidence: 0.837642166

00:03:29.104 --> 00:03:31.350 at the Washington State Telehealth,

NOTE Confidence: 0.837642166

00:03:31.350 --> 00:03:32.202 I'm sorry,

NOTE Confidence: 0.837642166

00:03:32.202 --> 00:03:33.906 Washington State Healthcare Authority.

NOTE Confidence: 0.837642166

00:03:33.910 --> 00:03:35.630 So I'm going to turn it over to

NOTE Confidence: 0.837642166

00:03:35.630 --> 00:03:37.628 Peter to give the first presentation.

NOTE Confidence: 0.837642166

00:03:37.630 --> 00:03:37.910 Peter.

NOTE Confidence: 0.943128857142857

00:03:39.930 --> 00:03:41.449 Good. Well, thank you very much indeed.

NOTE Confidence: 0.943128857142857

00:03:41.450 --> 00:03:42.885 It's a real pleasure to be here.

NOTE Confidence: 0.943128857142857

00:03:42.890 --> 00:03:45.312 And I really look forward to the

NOTE Confidence: 0.943128857142857

00:03:45.312 --> 00:03:47.553 feedback and the discussion section

NOTE Confidence: 0.943128857142857

00:03:47.553 --> 00:03:50.394 in particular because I think this is

NOTE Confidence: 0.943128857142857

00:03:50.394 --> 00:03:52.110 a really interesting topic for this

NOTE Confidence: 0.943128857142857

00:03:52.175 --> 00:03:54.280 particular symposium because we're talking

NOTE Confidence: 0.943128857142857

00:03:54.280 --> 00:03:56.730 a great deal about collaborative care,

NOTE Confidence: 0.943128857142857

00:03:56.730 --> 00:03:58.578 which is really I think to a great

NOTE Confidence: 0.943128857142857

00:03:58.578 --> 00:04:00.391 extent a West Coast thing started

NOTE Confidence: 0.943128857142857

00:04:00.391 --> 00:04:02.329 in at the University of Washington,

NOTE Confidence: 0.943128857142857

00:04:02.330 --> 00:04:04.304 obviously the AIMS center and is

NOTE Confidence: 0.943128857142857

00:04:04.304 --> 00:04:06.301 now spread widely across the West

NOTE Confidence: 0.943128857142857

00:04:06.301 --> 00:04:08.167 Coast and it's certainly the primary

NOTE Confidence: 0.943128857142857

00:04:08.167 --> 00:04:09.489 way that we provide.

NOTE Confidence: 0.943128857142857

00:04:09.490 --> 00:04:11.810 Care at UC Davis, I'll,

NOTE Confidence: 0.943128857142857

00:04:11.810 --> 00:04:14.195 I'll be talking about that and

NOTE Confidence: 0.943128857142857
00:04:14.195 --> 00:04:15.920 and talking about the benefits
NOTE Confidence: 0.943128857142857
00:04:15.920 --> 00:04:18.366 of hybrid care as well and other
NOTE Confidence: 0.943128857142857
00:04:18.366 --> 00:04:20.690 people will will take over after me
NOTE Confidence: 0.94528523
00:04:22.890 --> 00:04:25.432 next slide disclosures.
NOTE Confidence: 0.94528523
00:04:25.432 --> 00:04:28.150 As I say, I'm the CEO of Async Health
NOTE Confidence: 0.94528523
00:04:28.220 --> 00:04:31.160 Inc which is actually a company
NOTE Confidence: 0.94528523
00:04:31.160 --> 00:04:32.630 that's commercializing asynchronous
NOTE Confidence: 0.94528523
00:04:32.630 --> 00:04:34.273 telesychiatry and the an editor
NOTE Confidence: 0.94528523
00:04:34.273 --> 00:04:36.380 of this book from which some of
NOTE Confidence: 0.94528523
00:04:36.449 --> 00:04:38.450 the talk is taken. Next slide.
NOTE Confidence: 0.950317
00:04:41.250 --> 00:04:42.810 Two major learning objectives for me.
NOTE Confidence: 0.950317
00:04:42.810 --> 00:04:45.750 The 1st is just to overview
NOTE Confidence: 0.950317
00:04:45.750 --> 00:04:48.408 collaborative care in the virtual
NOTE Confidence: 0.950317
00:04:48.408 --> 00:04:52.461 world and then comment on some of the
NOTE Confidence: 0.950317
00:04:52.461 --> 00:04:54.536 increasingly strong evidence based
NOTE Confidence: 0.950317

00:04:54.536 --> 00:04:57.061 for both hybrid and asynchronous
NOTE Confidence: 0.950317

00:04:57.061 --> 00:04:59.710 care that have occurred particularly
NOTE Confidence: 0.950317

00:04:59.710 --> 00:05:04.270 during the COVID-19 era. Next slide.
NOTE Confidence: 0.950317

00:05:04.270 --> 00:05:06.350 So what is collaborative care?
NOTE Confidence: 0.950317

00:05:06.350 --> 00:05:09.070 Basically it's team based care.
NOTE Confidence: 0.950317

00:05:09.070 --> 00:05:11.107 That's my way of looking at it.
NOTE Confidence: 0.950317

00:05:11.110 --> 00:05:14.446 It's it's essentially a team of
NOTE Confidence: 0.950317

00:05:14.446 --> 00:05:16.670 mental health professionals supporting
NOTE Confidence: 0.950317

00:05:16.670 --> 00:05:19.510 primary care physicians and advanced
NOTE Confidence: 0.950317

00:05:19.510 --> 00:05:22.350 practice providers in primary care.
NOTE Confidence: 0.950317

00:05:22.350 --> 00:05:24.144 And obviously it started to offer
NOTE Confidence: 0.950317

00:05:24.144 --> 00:05:26.406 as an in person process many years
NOTE Confidence: 0.950317

00:05:26.406 --> 00:05:28.751 ago has been large numbers of papers
NOTE Confidence: 0.950317

00:05:28.818 --> 00:05:30.710 written about its effectiveness
NOTE Confidence: 0.950317

00:05:30.710 --> 00:05:32.450 and it's increasingly moved into
NOTE Confidence: 0.950317

00:05:32.450 --> 00:05:34.710 a a series of virtual models.

NOTE Confidence: 0.950317

00:05:34.710 --> 00:05:37.896 In recent years and these virtual

NOTE Confidence: 0.950317

00:05:37.896 --> 00:05:39.990 models for the collaboration can involve

NOTE Confidence: 0.950317

00:05:39.990 --> 00:05:42.288 any of the long list of potential

NOTE Confidence: 0.950317

00:05:42.288 --> 00:05:44.668 technologies that you see on this slide.

NOTE Confidence: 0.950317

00:05:44.670 --> 00:05:46.290 So they can be either

NOTE Confidence: 0.950317

00:05:46.290 --> 00:05:47.586 real time or asynchronous,

NOTE Confidence: 0.950317

00:05:47.590 --> 00:05:49.588 so they can be remote patient

NOTE Confidence: 0.950317

00:05:49.588 --> 00:05:51.357 monitoring and of course hybrid

NOTE Confidence: 0.950317

00:05:51.357 --> 00:05:53.882 care really means some form of in

NOTE Confidence: 0.950317

00:05:53.882 --> 00:05:56.580 person care plus any of the above.

NOTE Confidence: 0.950317

00:05:56.580 --> 00:05:59.024 Technologically focused approaches, so.

NOTE Confidence: 0.950317

00:05:59.024 --> 00:06:02.940 So really we're talking here about a,

NOTE Confidence: 0.950317

00:06:02.940 --> 00:06:05.775 a virtual team working with the patient,

NOTE Confidence: 0.950317

00:06:05.780 --> 00:06:08.828 but with the primary care physician

NOTE Confidence: 0.950317

00:06:08.828 --> 00:06:10.860 ultimately providing the care,

NOTE Confidence: 0.950317

00:06:10.860 --> 00:06:13.676 doing the certainly medication
NOTE Confidence: 0.950317

00:06:13.676 --> 00:06:15.380 management as necessary,
NOTE Confidence: 0.950317

00:06:15.380 --> 00:06:18.607 although some of the virtual team may
NOTE Confidence: 0.950317

00:06:18.607 --> 00:06:21.219 be providing therapies as appropriate.
NOTE Confidence: 0.950317

00:06:21.220 --> 00:06:24.146 So moving on to the next slide.
NOTE Confidence: 0.950317

00:06:24.150 --> 00:06:26.901 Now there's been a whole lot of
NOTE Confidence: 0.950317

00:06:26.901 --> 00:06:29.632 work certainly at UC Davis looking
NOTE Confidence: 0.950317

00:06:29.632 --> 00:06:32.566 at how do we use asynchronous
NOTE Confidence: 0.950317

00:06:32.566 --> 00:06:34.988 telepsychiatry as a component of this,
NOTE Confidence: 0.950317

00:06:34.990 --> 00:06:37.198 what you could also call stepped
NOTE Confidence: 0.950317

00:06:37.198 --> 00:06:38.302 or integrated care.
NOTE Confidence: 0.950317

00:06:38.310 --> 00:06:40.830 So it's just one form of providing
NOTE Confidence: 0.950317

00:06:40.830 --> 00:06:43.104 this team based care assisting
NOTE Confidence: 0.950317

00:06:43.104 --> 00:06:44.787 primary care physicians.
NOTE Confidence: 0.950317

00:06:44.790 --> 00:06:48.390 Here's a paper from 2018 talking
NOTE Confidence: 0.950317

00:06:48.390 --> 00:06:50.950 about this and and the next slide.

NOTE Confidence: 0.927076749090909
00:06:53.290 --> 00:06:55.075 There is a review article
NOTE Confidence: 0.927076749090909
00:06:55.075 --> 00:06:57.290 that I wrote with Steven Chan,
NOTE Confidence: 0.927076749090909
00:06:57.290 --> 00:06:59.888 a longstanding colleague,
NOTE Confidence: 0.927076749090909
00:06:59.890 --> 00:07:03.414 and essentially looking at the
NOTE Confidence: 0.927076749090909
00:07:03.414 --> 00:07:05.298 many different approaches to
NOTE Confidence: 0.927076749090909
00:07:05.298 --> 00:07:06.636 asynchronous virtual technologies
NOTE Confidence: 0.927076749090909
00:07:06.636 --> 00:07:08.368 in mental health care,
NOTE Confidence: 0.927076749090909
00:07:08.370 --> 00:07:10.956 and really was a large number
NOTE Confidence: 0.927076749090909
00:07:10.956 --> 00:07:12.249 of possible approaches.
NOTE Confidence: 0.927076749090909
00:07:12.250 --> 00:07:12.889 The next slide.
NOTE Confidence: 0.886607788
00:07:14.930 --> 00:07:17.250 Very important that everyone is,
NOTE Confidence: 0.886607788
00:07:17.250 --> 00:07:20.386 is aware of the evidence base for
NOTE Confidence: 0.886607788
00:07:20.386 --> 00:07:22.464 telepsychiatry in general and this
NOTE Confidence: 0.886607788
00:07:22.464 --> 00:07:25.033 is just some examples of the the
NOTE Confidence: 0.886607788
00:07:25.033 --> 00:07:27.163 various different guidelines that
NOTE Confidence: 0.886607788

00:07:27.163 --> 00:07:30.158 have been developed by the American
NOTE Confidence: 0.886607788

00:07:30.158 --> 00:07:31.902 Telemedicine Association and the
NOTE Confidence: 0.886607788

00:07:31.902 --> 00:07:33.210 American Psychiatric Association.
NOTE Confidence: 0.886607788

00:07:33.210 --> 00:07:34.582 So prior to COVID,
NOTE Confidence: 0.886607788

00:07:34.582 --> 00:07:37.075 quite a strong evidence base but mainly
NOTE Confidence: 0.886607788

00:07:37.075 --> 00:07:40.410 focused on real time video conferencing.
NOTE Confidence: 0.886607788

00:07:40.410 --> 00:07:42.290 Next slide.
NOTE Confidence: 0.886607788

00:07:42.290 --> 00:07:44.435 And along comes COVID and this
NOTE Confidence: 0.886607788

00:07:44.435 --> 00:07:47.010 was really a forced experiment.
NOTE Confidence: 0.886607788

00:07:47.010 --> 00:07:47.642 You know,
NOTE Confidence: 0.886607788

00:07:47.642 --> 00:07:49.854 many of us have spent many years
NOTE Confidence: 0.886607788

00:07:49.854 --> 00:07:51.890 trying to convince our colleagues
NOTE Confidence: 0.886607788

00:07:51.890 --> 00:07:53.955 to use technologies with patients
NOTE Confidence: 0.886607788

00:07:53.955 --> 00:07:56.365 and it really did take a pandemic.
NOTE Confidence: 0.886607788

00:07:56.370 --> 00:07:57.490 We, as you all know,
NOTE Confidence: 0.886607788

00:07:57.490 --> 00:08:00.410 we saw an immediate expanded access to care,

NOTE Confidence: 0.886607788

00:08:00.410 --> 00:08:02.114 particularly to underserved and

NOTE Confidence: 0.886607788

00:08:02.114 --> 00:08:03.818 and racially racially diverse

NOTE Confidence: 0.886607788

00:08:03.818 --> 00:08:05.888 communities and the use of telephony,

NOTE Confidence: 0.886607788

00:08:05.890 --> 00:08:08.182 which is extremely important,

NOTE Confidence: 0.886607788

00:08:08.182 --> 00:08:11.047 particularly for follow up visits.

NOTE Confidence: 0.886607788

00:08:11.050 --> 00:08:12.710 Large numbers of Medicare

NOTE Confidence: 0.886607788

00:08:12.710 --> 00:08:14.370 patients have received care.

NOTE Confidence: 0.886607788

00:08:14.370 --> 00:08:16.890 We've seen reduced costs for for

NOTE Confidence: 0.886607788

00:08:16.890 --> 00:08:18.570 both patients and providers.

NOTE Confidence: 0.886607788

00:08:18.570 --> 00:08:20.478 And perhaps the most important thing

NOTE Confidence: 0.886607788

00:08:20.478 --> 00:08:22.609 that COVID has done for all of us,

NOTE Confidence: 0.886607788

00:08:22.610 --> 00:08:23.922 it's it's driven innovation

NOTE Confidence: 0.886607788

00:08:23.922 --> 00:08:25.562 at new models of care,

NOTE Confidence: 0.886607788

00:08:25.570 --> 00:08:27.235 which is what we're really

NOTE Confidence: 0.886607788

00:08:27.235 --> 00:08:28.234 talking about today.

NOTE Confidence: 0.886607788

00:08:28.240 --> 00:08:30.298 Now we know that there will
NOTE Confidence: 0.886607788

00:08:30.298 --> 00:08:32.224 be an extraordinary number of
NOTE Confidence: 0.886607788

00:08:32.224 --> 00:08:34.640 psychiatric consults during the the,
NOTE Confidence: 0.886607788

00:08:34.640 --> 00:08:35.120 the,
NOTE Confidence: 0.886607788

00:08:35.120 --> 00:08:38.000 the COVID pandemic hopefully that these
NOTE Confidence: 0.886607788

00:08:38.080 --> 00:08:40.765 numbers will you know maintain at A
NOTE Confidence: 0.886607788

00:08:40.765 --> 00:08:43.319 at a fairly close level in future.
NOTE Confidence: 0.886607788

00:08:43.320 --> 00:08:45.944 And it's also challenged a lot of our
NOTE Confidence: 0.886607788

00:08:45.944 --> 00:08:48.216 payment models and and an increased
NOTE Confidence: 0.886607788

00:08:48.216 --> 00:08:50.640 move to value or calculated care.
NOTE Confidence: 0.886607788

00:08:50.640 --> 00:08:52.835 And interestingly there's there's a
NOTE Confidence: 0.886607788

00:08:52.835 --> 00:08:56.233 large number of papers now coming out
NOTE Confidence: 0.886607788

00:08:56.233 --> 00:08:58.400 demonstrating high levels of convenience.
NOTE Confidence: 0.886607788

00:08:58.400 --> 00:09:00.800 And satisfaction for for all involved.
NOTE Confidence: 0.886607788

00:09:00.800 --> 00:09:02.352 And from UC Davis,
NOTE Confidence: 0.886607788

00:09:02.352 --> 00:09:05.164 we actually have just such a paper

NOTE Confidence: 0.886607788

00:09:05.164 --> 00:09:06.870 with over 90,000 consultations

NOTE Confidence: 0.886607788

00:09:06.870 --> 00:09:08.280 assessed for satisfaction.

NOTE Confidence: 0.886607788

00:09:08.280 --> 00:09:11.799 That's been published in the next few weeks.

NOTE Confidence: 0.886607788

00:09:11.800 --> 00:09:13.991 And and that paper showed that people

NOTE Confidence: 0.886607788

00:09:13.991 --> 00:09:16.092 were just as satisfied with video

NOTE Confidence: 0.886607788

00:09:16.092 --> 00:09:18.640 care as they were within person care.

NOTE Confidence: 0.886607788

00:09:18.640 --> 00:09:21.180 So the next slide.

NOTE Confidence: 0.886607788

00:09:21.180 --> 00:09:23.364 So what really is

NOTE Confidence: 0.886607788

00:09:23.364 --> 00:09:24.456 asynchronous telepsychiatry?

NOTE Confidence: 0.886607788

00:09:24.460 --> 00:09:25.816 You can see here that the

NOTE Confidence: 0.886607788

00:09:25.816 --> 00:09:26.494 two different models,

NOTE Confidence: 0.886607788

00:09:26.500 --> 00:09:28.240 synchronous telepsychiatry is just

NOTE Confidence: 0.886607788

00:09:28.240 --> 00:09:30.269 straight to the patient seeing

NOTE Confidence: 0.886607788

00:09:30.269 --> 00:09:32.003 them maybe in their homes somewhere

NOTE Confidence: 0.886607788

00:09:32.003 --> 00:09:34.101 else in the community and I think

NOTE Confidence: 0.886607788

00:09:34.101 --> 00:09:35.865 that's a great way of practicing.
NOTE Confidence: 0.886607788

00:09:35.870 --> 00:09:37.496 In asynchronous telepsychiatry,
NOTE Confidence: 0.886607788

00:09:37.496 --> 00:09:40.748 somebody else apart from the psychiatrist,
NOTE Confidence: 0.886607788

00:09:40.750 --> 00:09:42.121 interviews the patient.
NOTE Confidence: 0.886607788

00:09:42.121 --> 00:09:43.949 We record that interview,
NOTE Confidence: 0.886607788

00:09:43.950 --> 00:09:46.710 send the video to a psychiatrist,
NOTE Confidence: 0.886607788

00:09:46.710 --> 00:09:48.834 and that person then writes A
NOTE Confidence: 0.886607788

00:09:48.834 --> 00:09:50.250 consultation note with treatment
NOTE Confidence: 0.886607788

00:09:50.315 --> 00:09:51.230 recommendations.
NOTE Confidence: 0.886607788

00:09:51.230 --> 00:09:56.730 Next slide we've shown in two trials now.
NOTE Confidence: 0.886607788

00:09:56.730 --> 00:09:59.705 In both primary care and in nursing
NOTE Confidence: 0.886607788

00:09:59.705 --> 00:10:02.930 homes that this is a feasible
NOTE Confidence: 0.886607788

00:10:02.930 --> 00:10:05.730 practice and in the primary care
NOTE Confidence: 0.886607788

00:10:05.730 --> 00:10:07.668 program we actually showed that it
NOTE Confidence: 0.886607788

00:10:07.668 --> 00:10:09.588 was just as clinically effective
NOTE Confidence: 0.886607788

00:10:09.588 --> 00:10:11.289 as synchronous telepsychiatry.

NOTE Confidence: 0.886607788

00:10:11.290 --> 00:10:13.366 We're currently finalizing results

NOTE Confidence: 0.886607788

00:10:13.366 --> 00:10:16.480 from the the skilled from school

NOTE Confidence: 0.886607788

00:10:16.560 --> 00:10:19.460 nursing home trial but we we know

NOTE Confidence: 0.886607788

00:10:19.460 --> 00:10:21.822 that the clinical outcomes are are

NOTE Confidence: 0.886607788

00:10:21.822 --> 00:10:25.190 likely to be as good next one.

NOTE Confidence: 0.886607788

00:10:25.190 --> 00:10:27.521 Now we've written a whole series of

NOTE Confidence: 0.886607788

00:10:27.521 --> 00:10:29.734 other papers looking for instance at

NOTE Confidence: 0.886607788

00:10:29.734 --> 00:10:31.664 the primary care physician adherence

NOTE Confidence: 0.886607788

00:10:31.664 --> 00:10:34.407 to telepsychiatry recommendations and

NOTE Confidence: 0.886607788

00:10:34.407 --> 00:10:38.500 and we found that in fact they are they,

NOTE Confidence: 0.886607788

00:10:38.500 --> 00:10:40.750 they adhere to about 60%

NOTE Confidence: 0.886607788

00:10:40.750 --> 00:10:41.947 of the recommendations,

NOTE Confidence: 0.886607788

00:10:41.947 --> 00:10:43.543 whether the patient was

NOTE Confidence: 0.886607788

00:10:43.543 --> 00:10:44.740 seen synchronously or

NOTE Confidence: 0.953061563636364

00:10:44.802 --> 00:10:45.670 asynchronously.

NOTE Confidence: 0.953061563636364

00:10:45.670 --> 00:10:47.378 It's actually very interesting.
NOTE Confidence: 0.953061563636364

00:10:47.378 --> 00:10:49.940 There's very few papers about this
NOTE Confidence: 0.953061563636364

00:10:50.007 --> 00:10:52.880 in in the general literature.
NOTE Confidence: 0.953061563636364

00:10:52.880 --> 00:10:55.316 Looking at how effective the recommendations
NOTE Confidence: 0.953061563636364

00:10:55.316 --> 00:10:57.720 are at the primary care level.
NOTE Confidence: 0.953061563636364

00:10:57.720 --> 00:11:01.480 Next slide, we've also described all
NOTE Confidence: 0.953061563636364

00:11:01.480 --> 00:11:04.632 of the training processes and and and
NOTE Confidence: 0.953061563636364

00:11:04.632 --> 00:11:08.297 needs for the interviewer that does the
NOTE Confidence: 0.953061563636364

00:11:08.297 --> 00:11:10.346 asynchronous telepsychiatry interviews.
NOTE Confidence: 0.953061563636364

00:11:10.346 --> 00:11:12.662 So this is it's effectively A
NOTE Confidence: 0.953061563636364

00:11:12.662 --> 00:11:14.985 relative new role for a mental
NOTE Confidence: 0.953061563636364

00:11:14.985 --> 00:11:18.288 health provider and the next slide?
NOTE Confidence: 0.953061563636364

00:11:18.290 --> 00:11:19.770 And we've done this across
NOTE Confidence: 0.953061563636364

00:11:19.770 --> 00:11:21.250 languages so that we've been,
NOTE Confidence: 0.953061563636364

00:11:21.250 --> 00:11:23.842 we've seen quite a number of
NOTE Confidence: 0.953061563636364

00:11:23.842 --> 00:11:26.640 patients in Spanish with a Spanish

NOTE Confidence: 0.953061563636364
00:11:26.640 --> 00:11:29.002 speaking provider interviewing them
NOTE Confidence: 0.953061563636364
00:11:29.002 --> 00:11:31.736 then using automated translation
NOTE Confidence: 0.953061563636364
00:11:31.736 --> 00:11:36.194 systems and as well as interpreters.
NOTE Confidence: 0.953061563636364
00:11:36.200 --> 00:11:38.999 To take that,
NOTE Confidence: 0.953061563636364
00:11:39.000 --> 00:11:42.888 that video was done in Spanish
NOTE Confidence: 0.953061563636364
00:11:42.888 --> 00:11:45.480 and translated into English.
NOTE Confidence: 0.953061563636364
00:11:45.480 --> 00:11:48.072 What we've shown there is that
NOTE Confidence: 0.953061563636364
00:11:48.072 --> 00:11:49.800 whilst with simple language,
NOTE Confidence: 0.953061563636364
00:11:49.800 --> 00:11:51.984 current translation systems
NOTE Confidence: 0.953061563636364
00:11:51.984 --> 00:11:54.500 like Google and Microsoft.
NOTE Confidence: 0.953061563636364
00:11:54.500 --> 00:11:56.090 Are are fine.
NOTE Confidence: 0.953061563636364
00:11:56.090 --> 00:11:59.098 So that's for very simple interviews.
NOTE Confidence: 0.953061563636364
00:11:59.098 --> 00:12:00.890 For for psychiatric interviews,
NOTE Confidence: 0.953061563636364
00:12:00.890 --> 00:12:02.724 they're really not good enough and they,
NOTE Confidence: 0.953061563636364
00:12:02.730 --> 00:12:05.375 the translation systems cannot cope
NOTE Confidence: 0.953061563636364

00:12:05.375 --> 00:12:08.020 with synonyms and metaphors and

NOTE Confidence: 0.953061563636364

00:12:08.104 --> 00:12:10.469 and complicated language that we

NOTE Confidence: 0.953061563636364

00:12:10.469 --> 00:12:13.756 tend to use on a regular basis in

NOTE Confidence: 0.953061563636364

00:12:13.756 --> 00:12:17.218 in psychiatry and the next slide.

NOTE Confidence: 0.953061563636364

00:12:17.220 --> 00:12:19.260 And so where are we going?

NOTE Confidence: 0.953061563636364

00:12:19.260 --> 00:12:20.180 We,

NOTE Confidence: 0.953061563636364

00:12:20.180 --> 00:12:23.860 we're convinced that asynchronous

NOTE Confidence: 0.953061563636364

00:12:23.860 --> 00:12:26.556 approaches where we don't see

NOTE Confidence: 0.953061563636364

00:12:26.556 --> 00:12:29.220 somebody in real time but record

NOTE Confidence: 0.953061563636364

00:12:29.309 --> 00:12:31.815 interviews electronically via video

NOTE Confidence: 0.953061563636364

00:12:31.815 --> 00:12:35.322 or or or potentially telephony are a

NOTE Confidence: 0.953061563636364

00:12:35.322 --> 00:12:38.059 really good way of going to provide

NOTE Confidence: 0.953061563636364

00:12:38.060 --> 00:12:41.910 this form of collaborative care.

NOTE Confidence: 0.953061563636364

00:12:41.910 --> 00:12:44.335 We have written actually about

NOTE Confidence: 0.953061563636364

00:12:44.335 --> 00:12:45.305 15 publications.

NOTE Confidence: 0.953061563636364

00:12:45.310 --> 00:12:47.246 You can find all of these if you

NOTE Confidence: 0.953061563636364
00:12:47.246 --> 00:12:49.030 just put my name into Pub Med.
NOTE Confidence: 0.953061563636364
00:12:49.030 --> 00:12:52.296 And we're now starting to
NOTE Confidence: 0.953061563636364
00:12:52.296 --> 00:12:53.840 commercialize this process because
NOTE Confidence: 0.953061563636364
00:12:53.840 --> 00:12:56.734 we really think that this is a much
NOTE Confidence: 0.953061563636364
00:12:56.734 --> 00:12:58.569 more efficient way of working and
NOTE Confidence: 0.953061563636364
00:12:58.569 --> 00:13:00.942 is a way of reaching more people
NOTE Confidence: 0.953061563636364
00:13:00.942 --> 00:13:03.705 who you know in this post COVID
NOTE Confidence: 0.953061563636364
00:13:03.705 --> 00:13:05.710 era certainly need our help.
NOTE Confidence: 0.953061563636364
00:13:05.710 --> 00:13:06.990 So I'm going to finish at that stage
NOTE Confidence: 0.953061563636364
00:13:06.990 --> 00:13:08.390 and we'll move on to the other speakers.
NOTE Confidence: 0.880867449090909
00:13:11.400 --> 00:13:12.066 Great. Thanks, Peter.
NOTE Confidence: 0.880867449090909
00:13:12.066 --> 00:13:13.800 I'm going to turn it over to Dan
NOTE Confidence: 0.91558588
00:13:16.200 --> 00:13:18.680 Okay again. I'm Dan Becker,
NOTE Confidence: 0.91558588
00:13:18.680 --> 00:13:22.880 I'm a psychiatrist and I work at UCSF.
NOTE Confidence: 0.91558588
00:13:22.880 --> 00:13:26.036 I'm going to start by telling you a little
NOTE Confidence: 0.91558588

00:13:26.036 --> 00:13:28.490 bit about the supply demand problems
NOTE Confidence: 0.91558588

00:13:28.566 --> 00:13:31.527 that we face in in psychiatric care then.
NOTE Confidence: 0.91558588

00:13:31.527 --> 00:13:35.550 Talk about some of the ways that we mitigate
NOTE Confidence: 0.91558588

00:13:35.642 --> 00:13:39.219 that that gap between supply and demand.
NOTE Confidence: 0.91558588

00:13:39.220 --> 00:13:41.300 It will echo some of what Doctor
NOTE Confidence: 0.91558588

00:13:41.300 --> 00:13:43.500 Yellow he's just spoke about.
NOTE Confidence: 0.91558588

00:13:43.500 --> 00:13:46.488 Then I'm going to say something
NOTE Confidence: 0.91558588

00:13:46.488 --> 00:13:50.138 about how we use virtual care to
NOTE Confidence: 0.91558588

00:13:50.140 --> 00:13:52.714 to facilitate filling that gap and
NOTE Confidence: 0.91558588

00:13:52.714 --> 00:13:56.537 to make it a better system of care.
NOTE Confidence: 0.91558588

00:13:56.540 --> 00:14:00.446 I will talk also a little bit about how.
NOTE Confidence: 0.91558588

00:14:00.450 --> 00:14:02.088 That you know how we deal with,
NOTE Confidence: 0.91558588

00:14:02.090 --> 00:14:05.890 let's say more acute, sicker,
NOTE Confidence: 0.91558588

00:14:05.890 --> 00:14:09.226 complex patients and and how virtual
NOTE Confidence: 0.91558588

00:14:09.226 --> 00:14:12.028 care helps us there touching
NOTE Confidence: 0.91558588

00:14:12.028 --> 00:14:13.762 on addiction treatment.

NOTE Confidence: 0.91558588

00:14:13.762 --> 00:14:18.610 And and then we'll wrap up with what we

NOTE Confidence: 0.91558588

00:14:18.610 --> 00:14:21.250 learned at UCSF during this pandemic.

NOTE Confidence: 0.91558588

00:14:21.250 --> 00:14:23.966 To start with the supply demand problem,

NOTE Confidence: 0.91558588

00:14:23.970 --> 00:14:25.293 if you go back to the middle

NOTE Confidence: 0.91558588

00:14:25.293 --> 00:14:26.250 of the previous century,

NOTE Confidence: 0.91558588

00:14:26.250 --> 00:14:28.710 there wasn't really a supply demand.

NOTE Confidence: 0.91558588

00:14:28.710 --> 00:14:30.306 Issue for psychiatric care.

NOTE Confidence: 0.91558588

00:14:30.306 --> 00:14:33.270 There wasn't a great deal of demand.

NOTE Confidence: 0.91558588

00:14:33.270 --> 00:14:34.934 There was some supply.

NOTE Confidence: 0.91558588

00:14:34.934 --> 00:14:38.029 Most people who wanted care could get it.

NOTE Confidence: 0.91558588

00:14:38.030 --> 00:14:40.592 There were state hospital systems that

NOTE Confidence: 0.91558588

00:14:40.592 --> 00:14:43.590 provided care for people who are quite ill.

NOTE Confidence: 0.91558588

00:14:43.590 --> 00:14:44.762 Things evolved,

NOTE Confidence: 0.91558588

00:14:44.762 --> 00:14:48.864 including that there was gradually with the,

NOTE Confidence: 0.91558588

00:14:48.870 --> 00:14:52.182 let's say, the gradual destigmatization of

NOTE Confidence: 0.91558588

00:14:52.182 --> 00:14:54.810 psychiatric problems and psychiatric care.
NOTE Confidence: 0.91558588

00:14:54.810 --> 00:14:57.210 More and more demand and more and more,
NOTE Confidence: 0.91558588

00:14:57.210 --> 00:14:58.810 therefore more and more utilization,
NOTE Confidence: 0.91558588

00:14:58.810 --> 00:15:01.586 more and more individuals and
NOTE Confidence: 0.91558588

00:15:01.586 --> 00:15:03.726 agencies getting into that market,
NOTE Confidence: 0.91558588

00:15:03.730 --> 00:15:04.630 so to speak.
NOTE Confidence: 0.91558588

00:15:04.630 --> 00:15:07.340 And then in in the 1980s when
NOTE Confidence: 0.91558588

00:15:07.340 --> 00:15:10.365 managed care became a thing,
NOTE Confidence: 0.91558588

00:15:10.370 --> 00:15:11.970 it certainly became a thing
NOTE Confidence: 0.91558588

00:15:11.970 --> 00:15:13.250 for psychiatry as well.
NOTE Confidence: 0.91558588

00:15:13.250 --> 00:15:15.130 And one of the tools that were used,
NOTE Confidence: 0.91558588

00:15:15.130 --> 00:15:17.242 that was used for managing behavioral
NOTE Confidence: 0.91558588

00:15:17.242 --> 00:15:19.689 healthcare was to carve it out in others,
NOTE Confidence: 0.91558588

00:15:19.690 --> 00:15:22.840 to to take the management of psychiatric
NOTE Confidence: 0.91558588

00:15:22.840 --> 00:15:26.409 care and place it in a different company,
NOTE Confidence: 0.91558588

00:15:26.410 --> 00:15:28.432 perhaps a subsidiary of the larger

NOTE Confidence: 0.91558588

00:15:28.432 --> 00:15:30.850 insurance company or a different agency.

NOTE Confidence: 0.91558588

00:15:30.850 --> 00:15:34.168 And to manage it under separate rules,

NOTE Confidence: 0.91558588

00:15:34.170 --> 00:15:38.125 maybe limited number of sessions per year,

NOTE Confidence: 0.91558588

00:15:38.130 --> 00:15:40.610 lifetime caps that were lower,

NOTE Confidence: 0.91558588

00:15:40.610 --> 00:15:42.800 annual caps that were lower.

NOTE Confidence: 0.91558588

00:15:42.800 --> 00:15:44.860 Restricted diagnoses that were

NOTE Confidence: 0.91558588

00:15:44.860 --> 00:15:46.920 covered and so forth.

NOTE Confidence: 0.91558588

00:15:46.920 --> 00:15:49.680 So that carving out I think was one

NOTE Confidence: 0.91558588

00:15:49.680 --> 00:15:52.552 of along with the stigmatization that

NOTE Confidence: 0.91558588

00:15:52.552 --> 00:15:55.622 preceded it was one of the sort of

NOTE Confidence: 0.91558588

00:15:55.622 --> 00:15:58.165 the bases for what we now have is

NOTE Confidence: 0.91558588

00:15:58.165 --> 00:16:03.800 a as a siloed system in the 1990s

NOTE Confidence: 0.91558588

00:16:03.800 --> 00:16:05.405 as managed care techniques became

NOTE Confidence: 0.91558588

00:16:05.405 --> 00:16:07.010 more and more mainstream within

NOTE Confidence: 0.91558588

00:16:07.066 --> 00:16:08.650 healthcare management generally.

NOTE Confidence: 0.91558588

00:16:08.650 --> 00:16:08.949 There,
NOTE Confidence: 0.91558588

00:16:08.949 --> 00:16:12.148 it was felt to be less of a need to
NOTE Confidence: 0.91558588

00:16:12.148 --> 00:16:14.293 carve behavioral health out from
NOTE Confidence: 0.91558588

00:16:14.293 --> 00:16:17.089 other other types of medical care.
NOTE Confidence: 0.91558588

00:16:17.090 --> 00:16:19.952 And then again because of increasing
NOTE Confidence: 0.91558588

00:16:19.952 --> 00:16:22.570 demand and concerns that patients
NOTE Confidence: 0.91558588

00:16:22.570 --> 00:16:24.532 wanted more coverage than they were
NOTE Confidence: 0.91558588

00:16:24.532 --> 00:16:26.810 perhaps getting under the limited benefits.
NOTE Confidence: 0.91558588

00:16:26.810 --> 00:16:28.782 Many states, including California,
NOTE Confidence: 0.91558588

00:16:28.782 --> 00:16:32.075 in which in California it was a B88,
NOTE Confidence: 0.91558588

00:16:32.075 --> 00:16:33.110 was the law.
NOTE Confidence: 0.91558588

00:16:33.110 --> 00:16:35.683 But many states had these laws that
NOTE Confidence: 0.91558588

00:16:35.683 --> 00:16:38.269 took certain diagnosis and move them.
NOTE Confidence: 0.91558588

00:16:38.270 --> 00:16:40.250 Into a situation where they needed
NOTE Confidence: 0.91558588

00:16:40.250 --> 00:16:42.548 to be covered at about the same
NOTE Confidence: 0.91558588

00:16:42.550 --> 00:16:44.518 level that other types of medical

NOTE Confidence: 0.91558588

00:16:44.518 --> 00:16:45.502 disorders were covered.

NOTE Confidence: 0.91558588

00:16:45.510 --> 00:16:47.575 So then as a response to that

NOTE Confidence: 0.91558588

00:16:47.575 --> 00:16:48.460 the carve out

NOTE Confidence: 0.937605336842105

00:16:48.536 --> 00:16:50.594 kind of went the pendulum swung

NOTE Confidence: 0.937605336842105

00:16:50.594 --> 00:16:52.965 the other way and since then in the

NOTE Confidence: 0.937605336842105

00:16:52.965 --> 00:16:55.075 past decade and a half we've we've

NOTE Confidence: 0.937605336842105

00:16:55.075 --> 00:16:57.910 seen more and more demand in part

NOTE Confidence: 0.937605336842105

00:16:57.910 --> 00:17:01.330 driven by you know consumer desire

NOTE Confidence: 0.937605336842105

00:17:01.330 --> 00:17:04.500 and codified by largely federal.

NOTE Confidence: 0.937605336842105

00:17:04.500 --> 00:17:06.780 Laws, including more recently

NOTE Confidence: 0.937605336842105

00:17:06.780 --> 00:17:09.060 the Affordable Care Act.

NOTE Confidence: 0.937605336842105

00:17:09.060 --> 00:17:12.432 Let's move to the next slide, excuse me.

NOTE Confidence: 0.937605336842105

00:17:12.432 --> 00:17:14.854 So what we have now is siloed

NOTE Confidence: 0.937605336842105

00:17:14.854 --> 00:17:15.860 systems of care.

NOTE Confidence: 0.937605336842105

00:17:15.860 --> 00:17:17.705 The payer systems are separated

NOTE Confidence: 0.937605336842105

00:17:17.705 --> 00:17:19.550 for that reason because it's
NOTE Confidence: 0.937605336842105

00:17:19.612 --> 00:17:21.579 hard to not just hard to access,
NOTE Confidence: 0.937605336842105

00:17:21.580 --> 00:17:23.869 but if it's hard to get benefits
NOTE Confidence: 0.937605336842105

00:17:23.869 --> 00:17:26.059 reimbursed at an appropriate level
NOTE Confidence: 0.937605336842105

00:17:26.060 --> 00:17:28.012 many multispecialty groups and
NOTE Confidence: 0.937605336842105

00:17:28.012 --> 00:17:30.940 health systems are staying away from.
NOTE Confidence: 0.937605336842105

00:17:30.940 --> 00:17:33.019 Psychiatric care, if they're getting into it,
NOTE Confidence: 0.937605336842105

00:17:33.020 --> 00:17:34.777 perhaps not at the level that they
NOTE Confidence: 0.937605336842105

00:17:34.777 --> 00:17:36.784 would need to get into it in order
NOTE Confidence: 0.937605336842105

00:17:36.784 --> 00:17:38.620 to cover their their full population.
NOTE Confidence: 0.937605336842105

00:17:38.620 --> 00:17:40.420 As a result of the disintegration,
NOTE Confidence: 0.937605336842105

00:17:40.420 --> 00:17:43.576 there's less less focus on screening,
NOTE Confidence: 0.937605336842105

00:17:43.580 --> 00:17:44.585 early intervention prevention,
NOTE Confidence: 0.937605336842105

00:17:44.585 --> 00:17:46.930 some of the tools that have been
NOTE Confidence: 0.937605336842105

00:17:46.987 --> 00:17:48.805 extremely helpful in the last few
NOTE Confidence: 0.937605336842105

00:17:48.805 --> 00:17:50.381 decades with respect to other

NOTE Confidence: 0.937605336842105
00:17:50.381 --> 00:17:52.395 areas of medicine at the same.
NOTE Confidence: 0.937605336842105
00:17:52.395 --> 00:17:54.631 So that's the that's the supply
NOTE Confidence: 0.937605336842105
00:17:54.631 --> 00:17:56.686 side on the demand side.
NOTE Confidence: 0.937605336842105
00:17:56.690 --> 00:17:59.314 Gradual, Gradual, Reduced Stigmatization.
NOTE Confidence: 0.937605336842105
00:17:59.314 --> 00:18:03.250 Perhaps that's less true for addictions,
NOTE Confidence: 0.937605336842105
00:18:03.250 --> 00:18:05.806 but certainly across most of psychiatry.
NOTE Confidence: 0.937605336842105
00:18:05.810 --> 00:18:08.648 Much less stigmatized than it was,
NOTE Confidence: 0.937605336842105
00:18:08.650 --> 00:18:11.955 you'll say, 50 years ago, and therefore more.
NOTE Confidence: 0.937605336842105
00:18:11.955 --> 00:18:15.769 More desire for care and more valuative care.
NOTE Confidence: 0.937605336842105
00:18:15.769 --> 00:18:18.247 Let's move to the next slide.
NOTE Confidence: 0.937605336842105
00:18:18.250 --> 00:18:20.618 There are many ways to address this.
NOTE Confidence: 0.937605336842105
00:18:20.618 --> 00:18:22.730 Doctor Yellowly's did a very nice job just
NOTE Confidence: 0.937605336842105
00:18:22.782 --> 00:18:24.527 now talking about collaborative care,
NOTE Confidence: 0.937605336842105
00:18:24.530 --> 00:18:26.726 which is a way to get.
NOTE Confidence: 0.937605336842105
00:18:26.730 --> 00:18:29.458 One way to think about it is the
NOTE Confidence: 0.937605336842105

00:18:29.458 --> 00:18:32.442 way to get more behavioral care to
NOTE Confidence: 0.937605336842105

00:18:32.442 --> 00:18:35.370 patients earlier in the course of
NOTE Confidence: 0.937605336842105

00:18:35.461 --> 00:18:37.830 their of their psychiatric difficulties.
NOTE Confidence: 0.937605336842105

00:18:37.830 --> 00:18:41.291 I I have some experience with not
NOTE Confidence: 0.937605336842105

00:18:41.291 --> 00:18:44.087 exactly the model that he's describing,
NOTE Confidence: 0.937605336842105

00:18:44.090 --> 00:18:46.706 but an integrated model that again
NOTE Confidence: 0.937605336842105

00:18:46.706 --> 00:18:49.809 makes use of primary care physicians,
NOTE Confidence: 0.937605336842105

00:18:49.810 --> 00:18:51.298 master's level therapists,
NOTE Confidence: 0.937605336842105

00:18:51.298 --> 00:18:52.855 nurse practitioners, and.
NOTE Confidence: 0.937605336842105

00:18:52.855 --> 00:18:56.245 Us you know judicious use of
NOTE Confidence: 0.937605336842105

00:18:56.245 --> 00:18:57.375 physician specialists.
NOTE Confidence: 0.937605336842105

00:18:57.380 --> 00:19:00.040 If we could go to the next slide this,
NOTE Confidence: 0.937605336842105

00:19:00.040 --> 00:19:01.580 I'm not going to go through this,
NOTE Confidence: 0.937605336842105

00:19:01.580 --> 00:19:03.932 but it's it's basically a financial
NOTE Confidence: 0.937605336842105

00:19:03.932 --> 00:19:06.256 model how we developed a financial
NOTE Confidence: 0.937605336842105

00:19:06.256 --> 00:19:08.664 model and you can make models like

NOTE Confidence: 0.937605336842105
00:19:08.664 --> 00:19:11.201 this work as long as they're run
NOTE Confidence: 0.937605336842105
00:19:11.201 --> 00:19:13.538 fairly tightly with clear sense of
NOTE Confidence: 0.937605336842105
00:19:13.538 --> 00:19:16.094 how you maintain flow keep patient
NOTE Confidence: 0.937605336842105
00:19:16.094 --> 00:19:18.503 keep patient access going and in
NOTE Confidence: 0.937605336842105
00:19:18.503 --> 00:19:21.508 order to do that you need to have.
NOTE Confidence: 0.937605336842105
00:19:21.510 --> 00:19:23.820 People working at the top of their
NOTE Confidence: 0.937605336842105
00:19:23.820 --> 00:19:25.745 scope and and the right clinician
NOTE Confidence: 0.937605336842105
00:19:25.745 --> 00:19:28.104 at the right place at the right
NOTE Confidence: 0.937605336842105
00:19:28.104 --> 00:19:29.829 time for the right patient.
NOTE Confidence: 0.937605336842105
00:19:29.830 --> 00:19:32.482 That is something When we developed
NOTE Confidence: 0.937605336842105
00:19:32.482 --> 00:19:34.630 these models many years ago,
NOTE Confidence: 0.937605336842105
00:19:34.630 --> 00:19:37.894 they were at least in my experience here
NOTE Confidence: 0.937605336842105
00:19:37.894 --> 00:19:40.829 in California they were in person models.
NOTE Confidence: 0.937605336842105
00:19:40.830 --> 00:19:42.822 But we've quickly found out that
NOTE Confidence: 0.937605336842105
00:19:42.822 --> 00:19:44.150 in the outline areas,
NOTE Confidence: 0.937605336842105

00:19:44.150 --> 00:19:45.470 in the more rural areas,
NOTE Confidence: 0.937605336842105

00:19:45.470 --> 00:19:48.655 in the small clinics that were further
NOTE Confidence: 0.937605336842105

00:19:48.655 --> 00:19:50.949 further removed from the larger.
NOTE Confidence: 0.937605336842105

00:19:50.950 --> 00:19:52.654 City settings that it was hard
NOTE Confidence: 0.937605336842105

00:19:52.654 --> 00:19:54.535 to have the right provider there
NOTE Confidence: 0.937605336842105

00:19:54.535 --> 00:19:56.452 at the right time because because
NOTE Confidence: 0.937605336842105

00:19:56.452 --> 00:19:57.784 the numbers were just too small.
NOTE Confidence: 0.937605336842105

00:19:57.790 --> 00:19:59.750 And for that we used virtual care
NOTE Confidence: 0.937605336842105

00:19:59.750 --> 00:20:01.991 and it worked amazingly well to keep
NOTE Confidence: 0.937605336842105

00:20:01.991 --> 00:20:03.995 the model going and ultimately to
NOTE Confidence: 0.943316315652174

00:20:04.056 --> 00:20:05.190 keep it affordable.
NOTE Confidence: 0.943316315652174

00:20:05.190 --> 00:20:08.346 Let's go to the next slide.
NOTE Confidence: 0.943316315652174

00:20:08.350 --> 00:20:10.790 Now if we move off of integrated care,
NOTE Confidence: 0.943316315652174

00:20:10.790 --> 00:20:13.988 which focuses at least in my
NOTE Confidence: 0.943316315652174

00:20:13.990 --> 00:20:15.820 setting on primary care and to
NOTE Confidence: 0.943316315652174

00:20:15.820 --> 00:20:17.829 some extent to a large extent

NOTE Confidence: 0.943316315652174
00:20:17.829 --> 00:20:19.634 on secondary care as well.
NOTE Confidence: 0.943316315652174
00:20:19.640 --> 00:20:21.356 In the more complex care settings,
NOTE Confidence: 0.943316315652174
00:20:21.360 --> 00:20:23.056 typical academic, Medical Center,
NOTE Confidence: 0.943316315652174
00:20:23.056 --> 00:20:24.752 psychiatric clinic such as
NOTE Confidence: 0.943316315652174
00:20:24.752 --> 00:20:26.760 where I'm sitting right now,
NOTE Confidence: 0.950317
00:20:29.240 --> 00:20:31.040 virtual care has been
NOTE Confidence: 0.950317
00:20:31.040 --> 00:20:32.840 incredibly helpful as well.
NOTE Confidence: 0.950317
00:20:32.840 --> 00:20:35.528 We have many patients with mobility
NOTE Confidence: 0.950317
00:20:35.528 --> 00:20:36.872 and transportation challenges.
NOTE Confidence: 0.950317
00:20:36.880 --> 00:20:38.340 We have many patients,
NOTE Confidence: 0.950317
00:20:38.340 --> 00:20:39.800 as all specialties do,
NOTE Confidence: 0.950317
00:20:39.800 --> 00:20:41.915 whose responsibilities make it difficult
NOTE Confidence: 0.950317
00:20:41.915 --> 00:20:44.958 for them to leave loved ones at home.
NOTE Confidence: 0.950317
00:20:44.960 --> 00:20:47.060 And as long as people have a.
NOTE Confidence: 0.950317
00:20:47.060 --> 00:20:50.060 A reliable connection and are comfortable
NOTE Confidence: 0.950317

00:20:50.060 --> 00:20:52.060 with the video communication.
NOTE Confidence: 0.950317

00:20:52.060 --> 00:20:55.348 We've done amazingly well in complex
NOTE Confidence: 0.950317

00:20:55.348 --> 00:21:00.820 care settings using using virtual care.
NOTE Confidence: 0.950317

00:21:00.820 --> 00:21:02.746 Virtual care has worked less well
NOTE Confidence: 0.950317

00:21:02.746 --> 00:21:04.620 perhaps for brand new patients,
NOTE Confidence: 0.950317

00:21:04.620 --> 00:21:07.422 patients who might benefit from an
NOTE Confidence: 0.950317

00:21:07.422 --> 00:21:09.708 in person evaluation initially and
NOTE Confidence: 0.950317

00:21:09.708 --> 00:21:12.095 in order to sort of facilitate the
NOTE Confidence: 0.950317

00:21:12.100 --> 00:21:14.630 the connection with the patient.
NOTE Confidence: 0.950317

00:21:14.630 --> 00:21:16.030 It also works less well,
NOTE Confidence: 0.950317

00:21:16.030 --> 00:21:18.346 we have found with our youngest
NOTE Confidence: 0.950317

00:21:18.346 --> 00:21:21.475 patients and with others with verbal
NOTE Confidence: 0.950317

00:21:21.475 --> 00:21:24.750 communication difficulties such that they,
NOTE Confidence: 0.950317

00:21:24.750 --> 00:21:27.234 we and they rely on nonverbal
NOTE Confidence: 0.950317

00:21:27.234 --> 00:21:30.044 cues more than we might be some
NOTE Confidence: 0.950317

00:21:30.044 --> 00:21:32.970 of our adult or or young adult

NOTE Confidence: 0.950317

00:21:32.970 --> 00:21:35.190 or even later teenage patients.

NOTE Confidence: 0.950317

00:21:35.190 --> 00:21:37.528 Also, it works less well for cute

NOTE Confidence: 0.950317

00:21:37.528 --> 00:21:39.380 or subacute patients for reasons

NOTE Confidence: 0.950317

00:21:39.380 --> 00:21:40.948 that are probably obvious.

NOTE Confidence: 0.950317

00:21:40.950 --> 00:21:43.560 Next slide.

NOTE Confidence: 0.950317

00:21:43.560 --> 00:21:46.518 I'll say a word about addictions.

NOTE Confidence: 0.950317

00:21:46.520 --> 00:21:47.182 You know,

NOTE Confidence: 0.950317

00:21:47.182 --> 00:21:49.499 I I think of addiction treatment is

NOTE Confidence: 0.950317

00:21:49.499 --> 00:21:52.390 basically a special case or a subcase

NOTE Confidence: 0.950317

00:21:52.390 --> 00:21:54.800 of other types of specialized care.

NOTE Confidence: 0.956355146

00:21:57.600 --> 00:21:59.420 There's some advantages of of

NOTE Confidence: 0.956355146

00:21:59.420 --> 00:22:01.240 virtual care and addiction treatment.

NOTE Confidence: 0.956355146

00:22:01.240 --> 00:22:04.264 One is that similar to what model that

NOTE Confidence: 0.956355146

00:22:04.264 --> 00:22:06.909 Doctor Yellow Lee's presented and what I

NOTE Confidence: 0.956355146

00:22:06.909 --> 00:22:10.038 was saying a moment ago about integrated

NOTE Confidence: 0.956355146

00:22:10.038 --> 00:22:12.510 models and multispecialty clinics.

NOTE Confidence: 0.956355146

00:22:12.510 --> 00:22:13.599 In addiction care,

NOTE Confidence: 0.956355146

00:22:13.599 --> 00:22:15.777 we use a lot of interdisciplinary

NOTE Confidence: 0.956355146

00:22:15.777 --> 00:22:17.824 collaboration and again in order to get

NOTE Confidence: 0.956355146

00:22:17.824 --> 00:22:19.813 the right team together at the right

NOTE Confidence: 0.956355146

00:22:19.813 --> 00:22:22.170 place with patient that can be challenging.

NOTE Confidence: 0.956355146

00:22:22.170 --> 00:22:24.710 But when you do it virtually it,

NOTE Confidence: 0.956355146

00:22:24.710 --> 00:22:27.302 it becomes much easier.

NOTE Confidence: 0.956355146

00:22:27.302 --> 00:22:29.086 Also the issue of stigma

NOTE Confidence: 0.956355146

00:22:29.086 --> 00:22:30.506 I I mentioned in passing,

NOTE Confidence: 0.956355146

00:22:30.510 --> 00:22:32.830 I think that stigmatization

NOTE Confidence: 0.956355146

00:22:32.830 --> 00:22:35.150 of addictions has persisted,

NOTE Confidence: 0.956355146

00:22:35.150 --> 00:22:38.048 has been more tenacious in the case

NOTE Confidence: 0.956355146

00:22:38.048 --> 00:22:41.214 of addictions than it is with other

NOTE Confidence: 0.956355146

00:22:41.214 --> 00:22:43.054 types of psychiatric disorders.

NOTE Confidence: 0.956355146

00:22:43.060 --> 00:22:45.958 And some people are just loathe to

NOTE Confidence: 0.956355146

00:22:45.958 --> 00:22:48.730 walk into a a clinic setting that's

NOTE Confidence: 0.956355146

00:22:48.730 --> 00:22:50.530 associated with addiction treatment

NOTE Confidence: 0.956355146

00:22:50.530 --> 00:22:53.238 are much more easy to engage if

NOTE Confidence: 0.956355146

00:22:53.238 --> 00:22:55.176 you can work with them virtually.

NOTE Confidence: 0.956355146

00:22:55.180 --> 00:22:58.500 On the flip side, there's, you know,

NOTE Confidence: 0.956355146

00:22:58.500 --> 00:22:59.860 again, looking at stigmatization,

NOTE Confidence: 0.956355146

00:22:59.860 --> 00:23:03.762 there are people who are are hesitant

NOTE Confidence: 0.956355146

00:23:03.762 --> 00:23:05.876 to do a video visit from their

NOTE Confidence: 0.956355146

00:23:05.876 --> 00:23:07.593 home because there's somebody who

NOTE Confidence: 0.956355146

00:23:07.593 --> 00:23:09.687 lives with them that they're not.

NOTE Confidence: 0.956355146

00:23:09.690 --> 00:23:11.370 Willing to disclose that they're

NOTE Confidence: 0.956355146

00:23:11.370 --> 00:23:13.050 getting help for an addiction.

NOTE Confidence: 0.956355146

00:23:13.050 --> 00:23:14.940 So in those cases they do better

NOTE Confidence: 0.956355146

00:23:14.940 --> 00:23:16.410 if they come in person.

NOTE Confidence: 0.956355146

00:23:16.410 --> 00:23:18.090 Also, and this is an important one,

NOTE Confidence: 0.956355146

00:23:18.090 --> 00:23:23.805 I think addiction treatment makes use of of,

NOTE Confidence: 0.956355146

00:23:23.805 --> 00:23:24.915 you know,

NOTE Confidence: 0.956355146

00:23:24.915 --> 00:23:27.135 medications that have traditionally

NOTE Confidence: 0.956355146

00:23:27.135 --> 00:23:28.245 often been

NOTE Confidence: 0.9553487

00:23:30.410 --> 00:23:32.310 dispensed or or administered

NOTE Confidence: 0.9553487

00:23:32.310 --> 00:23:34.210 within the clinic setting.

NOTE Confidence: 0.9553487

00:23:34.210 --> 00:23:36.298 A good example would be medications

NOTE Confidence: 0.9553487

00:23:36.298 --> 00:23:37.690 for opiate use disorders.

NOTE Confidence: 0.9553487

00:23:37.690 --> 00:23:40.594 And in order to treat those

NOTE Confidence: 0.9553487

00:23:40.594 --> 00:23:42.530 patients through virtual modes,

NOTE Confidence: 0.9553487

00:23:42.530 --> 00:23:45.530 accommodations need to be made

NOTE Confidence: 0.9553487

00:23:45.530 --> 00:23:47.742 in terms of how the protocols for

NOTE Confidence: 0.9553487

00:23:47.742 --> 00:23:49.969 how we manage those medications.

NOTE Confidence: 0.9553487

00:23:49.970 --> 00:23:54.326 Finally, I I think motivation and is,

NOTE Confidence: 0.9553487

00:23:54.326 --> 00:23:56.942 is it difficult with any clinical

NOTE Confidence: 0.9553487

00:23:56.942 --> 00:23:59.090 relationship including in psychiatry,

NOTE Confidence: 0.9553487

00:23:59.090 --> 00:24:01.430 but I think it's especially

NOTE Confidence: 0.9553487

00:24:01.430 --> 00:24:03.714 salient in in addiction treatment

NOTE Confidence: 0.9553487

00:24:03.714 --> 00:24:05.506 and sometimes it's difficult.

NOTE Confidence: 0.9553487

00:24:05.510 --> 00:24:07.670 Again at least initially to establish

NOTE Confidence: 0.9553487

00:24:07.670 --> 00:24:08.750 that therapeutic relationship

NOTE Confidence: 0.938815971428571

00:24:11.390 --> 00:24:13.470 if it's not in person and that varies

NOTE Confidence: 0.938815971428571

00:24:13.470 --> 00:24:15.766 quite a bit from clinician to clinician,

NOTE Confidence: 0.938815971428571

00:24:15.766 --> 00:24:17.750 patient to patient. Finally,

NOTE Confidence: 0.938815971428571

00:24:17.750 --> 00:24:22.310 last slide we during the pandemic what

NOTE Confidence: 0.938815971428571

00:24:22.310 --> 00:24:26.366 did we learn at at at Langley Porter,

NOTE Confidence: 0.938815971428571

00:24:26.366 --> 00:24:29.467 Well 99% at the at the peak of it more than

NOTE Confidence: 0.938815971428571

00:24:29.470 --> 00:24:32.830 99% of our site clinic visits were virtual.

NOTE Confidence: 0.938815971428571

00:24:32.830 --> 00:24:35.364 For the vast majority of it worked

NOTE Confidence: 0.938815971428571

00:24:35.364 --> 00:24:37.949 very well with with greatly reduced

NOTE Confidence: 0.938815971428571

00:24:37.949 --> 00:24:40.309 cancellation or no show rates.

NOTE Confidence: 0.938815971428571

00:24:40.310 --> 00:24:42.866 In some instance it did not work that well.
NOTE Confidence: 0.938815971428571

00:24:42.870 --> 00:24:44.931 Some of the some of the reasons had to
NOTE Confidence: 0.938815971428571

00:24:44.931 --> 00:24:47.370 do with younger patients or patients who
NOTE Confidence: 0.938815971428571

00:24:47.370 --> 00:24:49.198 were more disorganized and benefited
NOTE Confidence: 0.938815971428571

00:24:49.198 --> 00:24:53.510 from the from the in person environment.
NOTE Confidence: 0.938815971428571

00:24:53.510 --> 00:24:55.435 We found that we served our patients
NOTE Confidence: 0.938815971428571

00:24:55.435 --> 00:24:57.669 best when we thought of virtual care,
NOTE Confidence: 0.938815971428571

00:24:57.670 --> 00:25:00.532 not really as a model of care but as
NOTE Confidence: 0.938815971428571

00:25:00.532 --> 00:25:03.540 a tool for providing better care.
NOTE Confidence: 0.938815971428571

00:25:03.540 --> 00:25:06.500 You know, for for all of us I think who
NOTE Confidence: 0.938815971428571

00:25:06.583 --> 00:25:08.880 are on this involved in this symposium,
NOTE Confidence: 0.938815971428571

00:25:08.880 --> 00:25:11.553 our aim is to provide the best
NOTE Confidence: 0.938815971428571

00:25:11.553 --> 00:25:13.618 possible care for our patients.
NOTE Confidence: 0.938815971428571

00:25:13.620 --> 00:25:15.792 Virtual care is a very powerful
NOTE Confidence: 0.938815971428571

00:25:15.792 --> 00:25:17.938 tool which can often not always
NOTE Confidence: 0.938815971428571

00:25:17.938 --> 00:25:19.816 but often aid us in that.

NOTE Confidence: 0.938815971428571
00:25:19.820 --> 00:25:21.353 I'll wrap it up there and again
NOTE Confidence: 0.938815971428571
00:25:21.353 --> 00:25:22.899 at the end if there's time,
NOTE Confidence: 0.938815971428571
00:25:22.900 --> 00:25:25.180 be glad to take questions on these topics.
NOTE Confidence: 0.933283250588235
00:25:26.980 --> 00:25:28.240 Great. Thanks, Dan. We're going
NOTE Confidence: 0.933283250588235
00:25:28.240 --> 00:25:30.153 to move on to our final speaker
NOTE Confidence: 0.933283250588235
00:25:30.153 --> 00:25:31.980 which is Doctor Chris Chen. Chris.
NOTE Confidence: 0.9402536
00:25:33.000 --> 00:25:34.096 Thanks, John. Hi everyone.
NOTE Confidence: 0.9402536
00:25:34.096 --> 00:25:36.120 Nice to be here with you today.
NOTE Confidence: 0.9402536
00:25:36.120 --> 00:25:37.518 Again, my name is Christopher Chen.
NOTE Confidence: 0.9402536
00:25:37.520 --> 00:25:39.856 I'm an internist and I work as a
NOTE Confidence: 0.9402536
00:25:39.856 --> 00:25:42.229 Medical Director for Medicaid at the
NOTE Confidence: 0.9402536
00:25:42.229 --> 00:25:43.957 Washington State Healthcare Authority.
NOTE Confidence: 0.9402536
00:25:43.960 --> 00:25:46.095 A little bit about the Healthcare authority
NOTE Confidence: 0.9402536
00:25:46.095 --> 00:25:48.438 before we dive into today's presentation.
NOTE Confidence: 0.9402536
00:25:48.440 --> 00:25:50.534 The healthcare authority is wears a
NOTE Confidence: 0.9402536

00:25:50.534 --> 00:25:53.119 number of hats in Washington state.
NOTE Confidence: 0.9402536

00:25:53.120 --> 00:25:56.504 We we cover over a third of the population
NOTE Confidence: 0.9402536

00:25:56.504 --> 00:25:59.646 of the state of Washington through.
NOTE Confidence: 0.9402536

00:25:59.650 --> 00:26:01.218 Through two main programs,
NOTE Confidence: 0.9402536

00:26:01.218 --> 00:26:03.050 one, through our employees and
NOTE Confidence: 0.9402536

00:26:03.050 --> 00:26:04.130 retire benefits program,
NOTE Confidence: 0.9402536

00:26:04.130 --> 00:26:05.355 that's all our public employees
NOTE Confidence: 0.9402536

00:26:05.355 --> 00:26:06.090 and school employees.
NOTE Confidence: 0.9402536

00:26:06.090 --> 00:26:08.690 So about 800,000 covered lives
NOTE Confidence: 0.9402536

00:26:08.690 --> 00:26:10.162 on the commercial side.
NOTE Confidence: 0.9402536

00:26:10.162 --> 00:26:12.370 And also as a Medicaid agency,
NOTE Confidence: 0.9402536

00:26:12.370 --> 00:26:14.776 we cover about 2.2 million lives
NOTE Confidence: 0.9402536

00:26:14.776 --> 00:26:17.050 in our state Medicaid program.
NOTE Confidence: 0.9402536

00:26:17.050 --> 00:26:18.946 And so in addition to being a public
NOTE Confidence: 0.9402536

00:26:18.946 --> 00:26:20.607 purchaser and a state Medicaid agency,
NOTE Confidence: 0.9402536

00:26:20.610 --> 00:26:23.207 we're also a state behavioral health agency.

NOTE Confidence: 0.9402536

00:26:23.210 --> 00:26:26.366 We administer a number of mental

NOTE Confidence: 0.9402536

00:26:26.366 --> 00:26:28.750 health services, Sud services.

NOTE Confidence: 0.9402536

00:26:28.750 --> 00:26:30.796 Population based services such as crisis

NOTE Confidence: 0.9402536

00:26:30.796 --> 00:26:33.190 response as well as recovery supports

NOTE Confidence: 0.9402536

00:26:33.190 --> 00:26:34.947 and we're also a health IT agency.

NOTE Confidence: 0.9402536

00:26:34.950 --> 00:26:37.482 And so we administered a significant

NOTE Confidence: 0.9402536

00:26:37.482 --> 00:26:39.462 component of the high tech

NOTE Confidence: 0.9402536

00:26:39.462 --> 00:26:41.242 funding that came into Washington

NOTE Confidence: 0.9402536

00:26:41.242 --> 00:26:43.270 State to support meaningful use,

NOTE Confidence: 0.9402536

00:26:43.270 --> 00:26:45.235 promoting interoperability programs

NOTE Confidence: 0.9402536

00:26:45.235 --> 00:26:48.510 and EHR technology for providers.

NOTE Confidence: 0.9402536

00:26:48.510 --> 00:26:50.460 So we have an interesting perspective

NOTE Confidence: 0.9402536

00:26:50.460 --> 00:26:52.073 on telehealth and behavioral health

NOTE Confidence: 0.9402536

00:26:52.073 --> 00:26:53.865 and today I'll be speaking a little

NOTE Confidence: 0.9402536

00:26:53.865 --> 00:26:56.490 bit about that from the Medicaid

NOTE Confidence: 0.9402536

00:26:56.490 --> 00:26:59.870 perspective on the next slide.
NOTE Confidence: 0.9402536

00:26:59.870 --> 00:27:02.206 So just a little bit as a background
NOTE Confidence: 0.9402536

00:27:02.206 --> 00:27:03.502 and overview, pre Pandemic,
NOTE Confidence: 0.9402536

00:27:03.502 --> 00:27:05.994 we had a very flexible telehealth policy
NOTE Confidence: 0.9402536

00:27:05.994 --> 00:27:08.480 that was applicable to many types of
NOTE Confidence: 0.9402536

00:27:08.480 --> 00:27:11.070 services and providers in different settings.
NOTE Confidence: 0.9402536

00:27:11.070 --> 00:27:13.630 As someone alluded to in a prior talk.
NOTE Confidence: 0.9402536

00:27:13.630 --> 00:27:15.820 We can't as policymakers we can't
NOTE Confidence: 0.9402536

00:27:15.820 --> 00:27:17.630 always anticipate the innovation that
NOTE Confidence: 0.9402536

00:27:17.630 --> 00:27:19.358 is happening at the clinical level
NOTE Confidence: 0.9402536

00:27:19.358 --> 00:27:21.522 and having a flexible policy enables
NOTE Confidence: 0.9402536

00:27:21.522 --> 00:27:23.994 some of that innovation to happen.
NOTE Confidence: 0.9402536

00:27:24.000 --> 00:27:24.834 For example,
NOTE Confidence: 0.9402536

00:27:24.834 --> 00:27:26.919 maternity telehealth was was something
NOTE Confidence: 0.9402536

00:27:26.919 --> 00:27:30.064 that was kind of cutting edge here in
NOTE Confidence: 0.9402536

00:27:30.064 --> 00:27:31.920 Washington state even prior to the pandemic,

NOTE Confidence: 0.9402536

00:27:31.920 --> 00:27:35.035 and we've had telemedicine parity in place

NOTE Confidence: 0.9402536

00:27:35.035 --> 00:27:37.959 for audio visual services since 2018.

NOTE Confidence: 0.9402536

00:27:37.960 --> 00:27:38.463 Additionally,

NOTE Confidence: 0.9402536

00:27:38.463 --> 00:27:41.481 we had regular engagement with partners

NOTE Confidence: 0.9402536

00:27:41.481 --> 00:27:44.252 in our community and regularly attend

NOTE Confidence: 0.9402536

00:27:44.252 --> 00:27:46.196 Doctor Scott's Telehealth Collaborative,

NOTE Confidence: 0.9402536

00:27:46.200 --> 00:27:48.920 which is a multistakeholder forum

NOTE Confidence: 0.9402536

00:27:48.920 --> 00:27:51.016 for discussing telehealth issues

NOTE Confidence: 0.9402536

00:27:51.016 --> 00:27:52.588 in Washington state.

NOTE Confidence: 0.9402536

00:27:52.590 --> 00:27:54.654 And we also implemented the collaborative

NOTE Confidence: 0.9402536

00:27:54.654 --> 00:27:56.894 care model and I think we're among

NOTE Confidence: 0.9402536

00:27:56.894 --> 00:27:58.910 the first in the country to do so,

NOTE Confidence: 0.9402536

00:27:58.910 --> 00:28:01.451 which has been critical to breaking down

NOTE Confidence: 0.9402536

00:28:01.451 --> 00:28:03.921 silos and increasing the integration of

NOTE Confidence: 0.9402536

00:28:03.921 --> 00:28:06.116 primary care behavioral health services.

NOTE Confidence: 0.9402536

00:28:06.120 --> 00:28:07.395 Also pre pandemic,
NOTE Confidence: 0.9402536

00:28:07.395 --> 00:28:10.900 we've been on a journey to in fully
NOTE Confidence: 0.9402536

00:28:10.900 --> 00:28:12.740 integrating physical and behavioral
NOTE Confidence: 0.9402536

00:28:12.740 --> 00:28:14.820 health under our Medicaid program.
NOTE Confidence: 0.9402536

00:28:14.820 --> 00:28:17.640 And so under our integrated managed care,
NOTE Confidence: 0.9402536

00:28:17.640 --> 00:28:21.280 which we've have had in place since 2016.
NOTE Confidence: 0.9402536

00:28:21.280 --> 00:28:22.942 All services are coordinated through a
NOTE Confidence: 0.9402536

00:28:22.942 --> 00:28:24.759 single health plan including physical health,
NOTE Confidence: 0.9402536

00:28:24.760 --> 00:28:27.022 mental health and substance use disorder
NOTE Confidence: 0.9402536

00:28:27.022 --> 00:28:29.488 treatment and we feel that's really
NOTE Confidence: 0.9402536

00:28:29.488 --> 00:28:32.176 critical for members integration of services.
NOTE Confidence: 0.9402536

00:28:32.180 --> 00:28:34.526 With the with the pandemic as
NOTE Confidence: 0.9402536

00:28:34.526 --> 00:28:35.699 many states did,
NOTE Confidence: 0.9402536

00:28:35.700 --> 00:28:37.836 we had a number of policy changes to
NOTE Confidence: 0.9402536

00:28:37.836 --> 00:28:39.500 support continuity of care during during.
NOTE Confidence: 0.9402536

00:28:39.500 --> 00:28:42.560 During the pandemic we expanded the

NOTE Confidence: 0.9402536

00:28:42.560 --> 00:28:45.860 number of modalities that were available

NOTE Confidence: 0.953671466666667

00:28:45.860 --> 00:28:48.020 to clients and providers to communicate.

NOTE Confidence: 0.953671466666667

00:28:48.020 --> 00:28:50.420 For example, patient portal visits,

NOTE Confidence: 0.953671466666667

00:28:50.420 --> 00:28:52.538 audio only services,

NOTE Confidence: 0.953671466666667

00:28:52.538 --> 00:28:55.740 text messages and we had while we

NOTE Confidence: 0.953671466666667

00:28:55.740 --> 00:28:56.820 had previously covered ECONSULT,

NOTE Confidence: 0.953671466666667

00:28:56.820 --> 00:29:00.276 we expanded the population for that.

NOTE Confidence: 0.953671466666667

00:29:00.280 --> 00:29:01.820 As well as implementing

NOTE Confidence: 0.953671466666667

00:29:01.820 --> 00:29:03.360 audio only services broadly,

NOTE Confidence: 0.953671466666667

00:29:03.360 --> 00:29:05.640 we also provided more direct support

NOTE Confidence: 0.953671466666667

00:29:05.640 --> 00:29:07.537 for providers and patients kind

NOTE Confidence: 0.953671466666667

00:29:07.537 --> 00:29:09.422 of recognizing that the behavioral

NOTE Confidence: 0.953671466666667

00:29:09.422 --> 00:29:11.752 health provider world can be

NOTE Confidence: 0.953671466666667

00:29:11.752 --> 00:29:14.192 fragmented in in certain ways.

NOTE Confidence: 0.953671466666667

00:29:14.200 --> 00:29:15.850 We we directly provided zoom licenses

NOTE Confidence: 0.953671466666667

00:29:15.850 --> 00:29:17.874 and made them available free of cost
NOTE Confidence: 0.953671466666667

00:29:17.874 --> 00:29:19.034 for behavioral health providers.
NOTE Confidence: 0.953671466666667

00:29:19.040 --> 00:29:21.540 Among other providers in Washington
NOTE Confidence: 0.953671466666667

00:29:21.540 --> 00:29:23.385 state issued over 2000 zoom licenses
NOTE Confidence: 0.953671466666667

00:29:23.385 --> 00:29:25.680 and I think the vast majority of them,
NOTE Confidence: 0.953671466666667

00:29:25.680 --> 00:29:28.070 over 70% were utilized by
NOTE Confidence: 0.953671466666667

00:29:28.070 --> 00:29:29.504 behavioral health providers.
NOTE Confidence: 0.953671466666667

00:29:29.510 --> 00:29:32.464 Who that's kind of a critical lifeline
NOTE Confidence: 0.953671466666667

00:29:32.470 --> 00:29:35.734 to be able to continue delivering
NOTE Confidence: 0.953671466666667

00:29:35.734 --> 00:29:40.574 services and we also directly were
NOTE Confidence: 0.953671466666667

00:29:40.574 --> 00:29:43.430 able to issue hardware to providers
NOTE Confidence: 0.953671466666667

00:29:43.430 --> 00:29:45.470 and patients who are in need.
NOTE Confidence: 0.953671466666667

00:29:45.470 --> 00:29:47.438 Our MC has already had programs
NOTE Confidence: 0.953671466666667

00:29:47.438 --> 00:29:49.518 where they could work with Lifeline
NOTE Confidence: 0.953671466666667

00:29:49.518 --> 00:29:51.470 and and issue cell phones.
NOTE Confidence: 0.953671466666667

00:29:51.470 --> 00:29:53.710 We additionally issued 6000 cell

NOTE Confidence: 0.953671466666667
00:29:53.710 --> 00:29:57.238 phones also over 800 laptops and and
NOTE Confidence: 0.953671466666667
00:29:57.238 --> 00:29:59.338 kind of coordination was provided.
NOTE Confidence: 0.953671466666667
00:29:59.338 --> 00:29:59.692 There,
NOTE Confidence: 0.953671466666667
00:29:59.692 --> 00:30:01.108 we did additional collaboration
NOTE Confidence: 0.953671466666667
00:30:01.108 --> 00:30:02.790 with partners in telehealth.
NOTE Confidence: 0.953671466666667
00:30:02.790 --> 00:30:05.315 The UW Behavioral Health Institute
NOTE Confidence: 0.953671466666667
00:30:05.315 --> 00:30:06.830 provided technical assistance
NOTE Confidence: 0.953671466666667
00:30:06.830 --> 00:30:08.828 directly for behavioral health
NOTE Confidence: 0.953671466666667
00:30:08.828 --> 00:30:11.582 providers who needed to adapt their
NOTE Confidence: 0.953671466666667
00:30:11.582 --> 00:30:14.042 different models of care and clinical
NOTE Confidence: 0.953671466666667
00:30:14.042 --> 00:30:16.572 workflows and also partnered with
NOTE Confidence: 0.953671466666667
00:30:16.572 --> 00:30:19.726 their MC O's and their telehealth
NOTE Confidence: 0.953671466666667
00:30:19.726 --> 00:30:22.830 vendors and communication channels
NOTE Confidence: 0.953671466666667
00:30:22.830 --> 00:30:25.980 to facilitate the rapid shift to
NOTE Confidence: 0.953671466666667
00:30:25.980 --> 00:30:29.118 telehealth on the next slide.
NOTE Confidence: 0.953671466666667

00:30:29.120 --> 00:30:31.353 This is obviously been a very active
NOTE Confidence: 0.953671466666667

00:30:31.353 --> 00:30:33.896 space for the agency as we think about
NOTE Confidence: 0.953671466666667

00:30:33.896 --> 00:30:35.600 transitioning to a post pandemic phase.
NOTE Confidence: 0.953671466666667

00:30:35.600 --> 00:30:37.203 In addition to all the other things
NOTE Confidence: 0.953671466666667

00:30:37.203 --> 00:30:38.480 that the agency is managing,
NOTE Confidence: 0.953671466666667

00:30:38.480 --> 00:30:40.562 including the end of the unwind
NOTE Confidence: 0.953671466666667

00:30:40.562 --> 00:30:43.213 of the PHE and ensuring as much
NOTE Confidence: 0.953671466666667

00:30:43.213 --> 00:30:45.503 access to coverage as possible,
NOTE Confidence: 0.953671466666667

00:30:45.503 --> 00:30:48.509 we continue to implement new telehealth
NOTE Confidence: 0.953671466666667

00:30:48.509 --> 00:30:50.798 policies and adapt existing ones.
NOTE Confidence: 0.953671466666667

00:30:50.800 --> 00:30:51.552 For example,
NOTE Confidence: 0.953671466666667

00:30:51.552 --> 00:30:53.432 remote patient monitoring is something
NOTE Confidence: 0.953671466666667

00:30:53.432 --> 00:30:55.290 that we recently implemented.
NOTE Confidence: 0.953671466666667

00:30:55.290 --> 00:30:57.762 And just to call out here just kind
NOTE Confidence: 0.953671466666667

00:30:57.762 --> 00:31:00.054 of given the audience today that
NOTE Confidence: 0.953671466666667

00:31:00.054 --> 00:31:02.454 state agencies really rely on the

NOTE Confidence: 0.953671466666667
00:31:02.531 --> 00:31:04.960 availability of good evidence and
NOTE Confidence: 0.953671466666667
00:31:04.960 --> 00:31:06.910 there was illusions previously to
NOTE Confidence: 0.953671466666667
00:31:06.910 --> 00:31:09.318 kind of the importance of evidence
NOTE Confidence: 0.953671466666667
00:31:09.318 --> 00:31:11.558 based practice and and and that
NOTE Confidence: 0.953671466666667
00:31:11.558 --> 00:31:13.694 and really and good evidence we
NOTE Confidence: 0.953671466666667
00:31:13.694 --> 00:31:16.405 we really appreciate and value and
NOTE Confidence: 0.953671466666667
00:31:16.405 --> 00:31:18.780 and that informs policy making.
NOTE Confidence: 0.953671466666667
00:31:18.780 --> 00:31:21.305 And ongoing evaluation and learning
NOTE Confidence: 0.953671466666667
00:31:21.305 --> 00:31:24.458 is critical to the agency as we kind
NOTE Confidence: 0.953671466666667
00:31:24.458 --> 00:31:28.163 of continue in this and in expanding
NOTE Confidence: 0.953671466666667
00:31:28.163 --> 00:31:31.328 virtual care and behavioral health
NOTE Confidence: 0.953671466666667
00:31:31.330 --> 00:31:33.166 11 issue that we identified earlier
NOTE Confidence: 0.953671466666667
00:31:33.166 --> 00:31:35.530 on in the pandemic was that the
NOTE Confidence: 0.953671466666667
00:31:35.530 --> 00:31:36.966 data infrastructure just wasn't
NOTE Confidence: 0.953671466666667
00:31:36.966 --> 00:31:38.975 really there to answer all of the
NOTE Confidence: 0.953671466666667

00:31:38.975 --> 00:31:40.743 questions that we had about the
NOTE Confidence: 0.953671466666667

00:31:40.743 --> 00:31:42.027 effectiveness of telehealth.
NOTE Confidence: 0.953671466666667

00:31:42.030 --> 00:31:43.605 And for example,
NOTE Confidence: 0.953671466666667

00:31:43.605 --> 00:31:45.705 while on the meta,
NOTE Confidence: 0.953671466666667

00:31:45.710 --> 00:31:46.750 on the physical health side,
NOTE Confidence: 0.953671466666667

00:31:46.750 --> 00:31:48.688 there were a couple of limited
NOTE Confidence: 0.953671466666667

00:31:48.688 --> 00:31:50.431 phone codes to delineate which
NOTE Confidence: 0.953671466666667

00:31:50.431 --> 00:31:52.386 services were provided audio only,
NOTE Confidence: 0.953671466666667

00:31:52.390 --> 00:31:54.232 there really wasn't that kind of
NOTE Confidence: 0.953671466666667

00:31:54.232 --> 00:31:55.864 specificity on the behavioral health
NOTE Confidence: 0.953671466666667

00:31:55.864 --> 00:31:57.946 side in terms of individual psychotherapy,
NOTE Confidence: 0.953671466666667

00:31:57.950 --> 00:31:59.264 group psychotherapy,
NOTE Confidence: 0.953671466666667

00:31:59.264 --> 00:32:00.578 other interventions.
NOTE Confidence: 0.953671466666667

00:32:00.578 --> 00:32:04.164 And so we as a as a state agency
NOTE Confidence: 0.953671466666667

00:32:04.164 --> 00:32:06.001 had advocated for the creation of
NOTE Confidence: 0.953671466666667

00:32:06.001 --> 00:32:08.070 an audio only modifier which was

NOTE Confidence: 0.953671466666667
00:32:08.070 --> 00:32:09.761 subsequently granted by the American
NOTE Confidence: 0.953671466666667
00:32:09.761 --> 00:32:11.747 Medical Association and so kind of.
NOTE Confidence: 0.935184263636364
00:32:11.750 --> 00:32:13.844 Usage of the auto only modifier
NOTE Confidence: 0.935184263636364
00:32:13.844 --> 00:32:16.262 provides provides a kind of a
NOTE Confidence: 0.935184263636364
00:32:16.262 --> 00:32:19.590 critical foundation for evaluating
NOTE Confidence: 0.935184263636364
00:32:19.590 --> 00:32:22.070 effectiveness of care and utilization.
NOTE Confidence: 0.935184263636364
00:32:22.070 --> 00:32:24.894 We're we're working on a part on a
NOTE Confidence: 0.935184263636364
00:32:24.894 --> 00:32:26.718 formal evaluation of audio only services
NOTE Confidence: 0.935184263636364
00:32:26.718 --> 00:32:28.697 in conjunction with the University of
NOTE Confidence: 0.935184263636364
00:32:28.697 --> 00:32:30.725 Washington and the Office of Insurance
NOTE Confidence: 0.935184263636364
00:32:30.725 --> 00:32:33.626 Commissioner with an eye on on utilization,
NOTE Confidence: 0.935184263636364
00:32:33.630 --> 00:32:34.610 access, disparities,
NOTE Confidence: 0.935184263636364
00:32:34.610 --> 00:32:37.060 clinical appropriateness and kind of
NOTE Confidence: 0.935184263636364
00:32:37.060 --> 00:32:40.228 answering some of those critical questions.
NOTE Confidence: 0.935184263636364
00:32:40.230 --> 00:32:42.246 We continue to be interested in
NOTE Confidence: 0.935184263636364

00:32:42.246 --> 00:32:43.590 applying our lessons learned.
NOTE Confidence: 0.935184263636364

00:32:43.590 --> 00:32:46.270 You know, I think the pandemic has taught
NOTE Confidence: 0.935184263636364

00:32:46.270 --> 00:32:48.852 us a lot about value based payment
NOTE Confidence: 0.935184263636364

00:32:48.852 --> 00:32:51.610 and a number of providers found that
NOTE Confidence: 0.935184263636364

00:32:51.683 --> 00:32:53.837 they had more resilient models under
NOTE Confidence: 0.935184263636364

00:32:53.837 --> 00:32:57.081 VVP as well as the flexibility to more
NOTE Confidence: 0.935184263636364

00:32:57.081 --> 00:32:59.018 quickly adapt to delivering telehealth.
NOTE Confidence: 0.935184263636364

00:32:59.018 --> 00:33:01.510 Also recognize that there are a number
NOTE Confidence: 0.935184263636364

00:33:01.573 --> 00:33:03.213 of unique challenges in behavioral
NOTE Confidence: 0.935184263636364

00:33:03.213 --> 00:33:05.563 health as it pertains to VBP appointing
NOTE Confidence: 0.935184263636364

00:33:05.563 --> 00:33:07.824 to some of Doctor Harold Pincus's work
NOTE Confidence: 0.935184263636364

00:33:07.824 --> 00:33:10.747 here in terms of the need to develop
NOTE Confidence: 0.935184263636364

00:33:10.747 --> 00:33:12.983 more robust behavioral health quality
NOTE Confidence: 0.935184263636364

00:33:12.983 --> 00:33:15.658 measures And and we kind of witnessed
NOTE Confidence: 0.935184263636364

00:33:15.658 --> 00:33:17.759 this part to administering high tech
NOTE Confidence: 0.935184263636364

00:33:17.759 --> 00:33:20.151 funding but high tech left a lot of.

NOTE Confidence: 0.935184263636364
00:33:20.160 --> 00:33:22.180 Behavioral health providers out and
NOTE Confidence: 0.935184263636364
00:33:22.180 --> 00:33:24.745 it really was able to finance some
NOTE Confidence: 0.935184263636364
00:33:24.745 --> 00:33:26.950 of or provide a financial support for
NOTE Confidence: 0.935184263636364
00:33:27.015 --> 00:33:29.040 hospitals and and medical clinics.
NOTE Confidence: 0.935184263636364
00:33:29.040 --> 00:33:32.960 But behavioral health providers have
NOTE Confidence: 0.935184263636364
00:33:32.960 --> 00:33:35.468 lowered that adoption of robust EHR
NOTE Confidence: 0.935184263636364
00:33:35.468 --> 00:33:39.134 technology as a result of that and not
NOTE Confidence: 0.935184263636364
00:33:39.134 --> 00:33:42.669 surprisingly more siloed data sources.
NOTE Confidence: 0.935184263636364
00:33:42.670 --> 00:33:44.840 So kind of addressing some of those
NOTE Confidence: 0.935184263636364
00:33:44.840 --> 00:33:47.378 unique challenges as well as the need to
NOTE Confidence: 0.935184263636364
00:33:47.378 --> 00:33:49.430 think about breeding complex funding streams.
NOTE Confidence: 0.935184263636364
00:33:49.430 --> 00:33:50.750 In addition to Medicaid which
NOTE Confidence: 0.935184263636364
00:33:50.750 --> 00:33:52.070 has state and federal dollars,
NOTE Confidence: 0.935184263636364
00:33:52.070 --> 00:33:53.828 we also have state only dollars,
NOTE Confidence: 0.935184263636364
00:33:53.830 --> 00:33:54.566 block grants,
NOTE Confidence: 0.935184263636364

00:33:54.566 --> 00:33:57.142 state and local sources of funding that
NOTE Confidence: 0.935184263636364

00:33:57.142 --> 00:34:00.606 all have to kind of be considered as
NOTE Confidence: 0.935184263636364

00:34:00.606 --> 00:34:03.990 well as supporting providers beyond payment.
NOTE Confidence: 0.935184263636364

00:34:03.990 --> 00:34:06.433 And this is something that the healthcare
NOTE Confidence: 0.935184263636364

00:34:06.433 --> 00:34:08.669 authority is very much interested in.
NOTE Confidence: 0.935184263636364

00:34:08.670 --> 00:34:10.710 One example is our our partnership
NOTE Confidence: 0.935184263636364

00:34:10.710 --> 00:34:12.500 with University of Washington and
NOTE Confidence: 0.935184263636364

00:34:12.500 --> 00:34:13.988 the Seattle Children's Hospital
NOTE Confidence: 0.935184263636364

00:34:13.990 --> 00:34:17.470 in providing support for primary
NOTE Confidence: 0.935184263636364

00:34:17.470 --> 00:34:20.622 care providers in in mental health
NOTE Confidence: 0.935184263636364

00:34:20.622 --> 00:34:22.266 and psychiatric consultation.
NOTE Confidence: 0.935184263636364

00:34:22.270 --> 00:34:24.490 Our Psychia Psych consult line helps
NOTE Confidence: 0.935184263636364

00:34:24.490 --> 00:34:26.641 prescribing providers who want to seek
NOTE Confidence: 0.935184263636364

00:34:26.641 --> 00:34:28.483 advice for adult patients and it's
NOTE Confidence: 0.935184263636364

00:34:28.483 --> 00:34:30.522 operate operates 24/7 and provides
NOTE Confidence: 0.935184263636364

00:34:30.522 --> 00:34:33.120 primary care providers with a Direct

NOTE Confidence: 0.935184263636364
00:34:33.190 --> 00:34:35.390 Line to consulting psychiatrist.
NOTE Confidence: 0.935184263636364
00:34:35.390 --> 00:34:36.909 As well as our partnership access line,
NOTE Confidence: 0.935184263636364
00:34:36.910 --> 00:34:39.094 which is for children,
NOTE Confidence: 0.935184263636364
00:34:39.094 --> 00:34:41.144 adolescents and that's kind of
NOTE Confidence: 0.935184263636364
00:34:41.144 --> 00:34:42.734 critical again to breaking down
NOTE Confidence: 0.935184263636364
00:34:42.734 --> 00:34:44.371 silos and integrating behavioral
NOTE Confidence: 0.935184263636364
00:34:44.371 --> 00:34:47.470 health and physical health.
NOTE Confidence: 0.935184263636364
00:34:47.470 --> 00:34:47.914 Additionally,
NOTE Confidence: 0.935184263636364
00:34:47.914 --> 00:34:51.022 we we have an initiative going on
NOTE Confidence: 0.935184263636364
00:34:51.022 --> 00:34:53.774 where we're trying to issue a standard
NOTE Confidence: 0.935184263636364
00:34:53.774 --> 00:34:55.246 assessment for clinical integration
NOTE Confidence: 0.935184263636364
00:34:55.246 --> 00:34:57.114 for outpatient physical health and
NOTE Confidence: 0.935184263636364
00:34:57.114 --> 00:34:58.489 behavioral health settings using
NOTE Confidence: 0.935184263636364
00:34:58.489 --> 00:35:00.881 the ME half tool and and that has
NOTE Confidence: 0.935184263636364
00:35:00.881 --> 00:35:03.284 been progressing as part of our
NOTE Confidence: 0.935184263636364

00:35:03.284 --> 00:35:04.912 health AT operational plan.
NOTE Confidence: 0.935184263636364

00:35:04.920 --> 00:35:06.552 As well as exploring other ways that we
NOTE Confidence: 0.935184263636364

00:35:06.552 --> 00:35:08.119 can support behavioral health providers.
NOTE Confidence: 0.935184263636364

00:35:08.120 --> 00:35:11.200 From a health IT perspective,
NOTE Confidence: 0.935184263636364

00:35:11.200 --> 00:35:13.713 we we work in partnership with our
NOTE Confidence: 0.935184263636364

00:35:13.713 --> 00:35:16.039 Department of Social and Human Services
NOTE Confidence: 0.935184263636364

00:35:16.040 --> 00:35:18.050 research and data analytics group
NOTE Confidence: 0.935184263636364

00:35:18.050 --> 00:35:20.482 to continue looking at what quality
NOTE Confidence: 0.935184263636364

00:35:20.482 --> 00:35:22.967 measures can be developed and in a
NOTE Confidence: 0.935184263636364

00:35:22.967 --> 00:35:25.400 more robust way in behavioral health.
NOTE Confidence: 0.935184263636364

00:35:25.400 --> 00:35:26.860 And just kind of collaborating
NOTE Confidence: 0.935184263636364

00:35:26.860 --> 00:35:28.320 with others and things that
NOTE Confidence: 0.948080688888889

00:35:28.372 --> 00:35:29.912 Medicaid can do alone and
NOTE Confidence: 0.948080688888889

00:35:29.912 --> 00:35:30.836 that's building access,
NOTE Confidence: 0.948080688888889

00:35:30.840 --> 00:35:34.989 building workforce etcetera.
NOTE Confidence: 0.948080688888889

00:35:34.990 --> 00:35:36.062 So, yeah, so that's,

NOTE Confidence: 0.948080688888889

00:35:36.062 --> 00:35:37.402 that's my slides and look

NOTE Confidence: 0.948080688888889

00:35:37.402 --> 00:35:38.873 forward to the discussion and

NOTE Confidence: 0.948080688888889

00:35:38.873 --> 00:35:40.308 happy to answer any questions.

NOTE Confidence: 0.950317

00:35:42.430 --> 00:35:43.352 Great. Thanks, Chris.

NOTE Confidence: 0.950317

00:35:43.352 --> 00:35:45.440 So I think we're going to open it

NOTE Confidence: 0.933065457142857

00:35:45.494 --> 00:35:48.146 up now for Q&A. And if you have a question,

NOTE Confidence: 0.933065457142857

00:35:48.150 --> 00:35:51.214 you can enter it in the Q&A box and I'll

NOTE Confidence: 0.933065457142857

00:35:51.214 --> 00:35:54.390 ask Kara and Lee to help monitor that.

NOTE Confidence: 0.933065457142857

00:35:54.390 --> 00:35:55.668 But I'm going to make sure we want to,

NOTE Confidence: 0.933065457142857

00:35:55.670 --> 00:35:57.920 I want to make sure we cover the Ryan

NOTE Confidence: 0.933065457142857

00:35:57.920 --> 00:36:00.096 Haid act because that's pretty timely and

NOTE Confidence: 0.933065457142857

00:36:00.096 --> 00:36:02.826 maybe I can ask Dan to kind of kick off.

NOTE Confidence: 0.933065457142857

00:36:02.830 --> 00:36:05.032 That that particular question so so

NOTE Confidence: 0.933065457142857

00:36:05.032 --> 00:36:07.794 Dan what is the Ryan hate act and

NOTE Confidence: 0.933065457142857

00:36:07.794 --> 00:36:10.066 what's happening at the end of the PHA

NOTE Confidence: 0.916015920416667

00:36:11.950 --> 00:36:14.750 great. Well thanks Ryan hate and and

NOTE Confidence: 0.916015920416667

00:36:14.750 --> 00:36:18.036 there may be others on our panel who

NOTE Confidence: 0.916015920416667

00:36:18.036 --> 00:36:20.776 are thought more about it but Ryan

NOTE Confidence: 0.916015920416667

00:36:20.776 --> 00:36:24.916 hate is I think it was 2008 and it's.

NOTE Confidence: 0.916015920416667

00:36:24.920 --> 00:36:27.128 It regulates online Internet

NOTE Confidence: 0.916015920416667

00:36:27.128 --> 00:36:29.888 prescriptions and and also relatedly

NOTE Confidence: 0.916015920416667

00:36:29.888 --> 00:36:32.878 the prescription of controlled

NOTE Confidence: 0.916015920416667

00:36:32.878 --> 00:36:35.236 substances through telemedicine.

NOTE Confidence: 0.916015920416667

00:36:35.240 --> 00:36:39.080 It specifically requires any practitioner

NOTE Confidence: 0.916015920416667

00:36:39.080 --> 00:36:41.565 issuing a prescription for controlled

NOTE Confidence: 0.916015920416667

00:36:41.565 --> 00:36:44.600 substance to conduct an in person

NOTE Confidence: 0.916015920416667

00:36:44.600 --> 00:36:48.368 evaluation To are some exemptions for

NOTE Confidence: 0.916015920416667

00:36:48.368 --> 00:36:52.647 that and and then you know with the.

NOTE Confidence: 0.916015920416667

00:36:52.650 --> 00:36:55.950 Ending of the public health emergency the

NOTE Confidence: 0.916015920416667

00:36:55.950 --> 00:36:58.710 basically the waiver or the exception

NOTE Confidence: 0.916015920416667
00:36:58.710 --> 00:37:03.120 to that would would go away and and
NOTE Confidence: 0.916015920416667
00:37:03.120 --> 00:37:05.860 then I think many people who have
NOTE Confidence: 0.916015920416667
00:37:05.860 --> 00:37:08.982 been receiving controlled medications
NOTE Confidence: 0.916015920416667
00:37:08.982 --> 00:37:13.806 through Tele telemedicine telepsychiatry
NOTE Confidence: 0.916015920416667
00:37:13.810 --> 00:37:16.372 would would find that they suddenly
NOTE Confidence: 0.916015920416667
00:37:16.372 --> 00:37:18.080 are without appropriate providers
NOTE Confidence: 0.916015920416667
00:37:18.146 --> 00:37:20.186 but I know doctor Yellowly's you.
NOTE Confidence: 0.916015920416667
00:37:20.190 --> 00:37:21.625 You've thought about this one a bit.
NOTE Confidence: 0.916015920416667
00:37:21.630 --> 00:37:23.826 Do you wanna comment on this?
NOTE Confidence: 0.916015920416667
00:37:23.830 --> 00:37:24.270 Sure.
NOTE Confidence: 0.92270975
00:37:24.270 --> 00:37:26.508 Look, thanks. Thanks very much indeed.
NOTE Confidence: 0.92270975
00:37:26.510 --> 00:37:29.225 Yes, I mean, I've literally sort
NOTE Confidence: 0.92270975
00:37:29.225 --> 00:37:31.710 of had discussions with the DEA on
NOTE Confidence: 0.92270975
00:37:31.710 --> 00:37:34.033 and off for over a decade because,
NOTE Confidence: 0.92270975
00:37:34.033 --> 00:37:35.734 you know, Varian Hate Act is a
NOTE Confidence: 0.92270975

00:37:35.734 --> 00:37:37.269 really good act in most respects.
NOTE Confidence: 0.92270975

00:37:37.270 --> 00:37:39.790 It was put in place to shut
NOTE Confidence: 0.92270975

00:37:39.790 --> 00:37:41.420 down overseas pill mills.
NOTE Confidence: 0.92270975

00:37:41.420 --> 00:37:44.980 Which was where Ryan Hate was able to,
NOTE Confidence: 0.92270975

00:37:44.980 --> 00:37:46.900 you know, obtain narcotics
NOTE Confidence: 0.92270975

00:37:46.900 --> 00:37:49.300 that led to his demise.
NOTE Confidence: 0.92270975

00:37:49.300 --> 00:37:50.380 Unfortunately, you know,
NOTE Confidence: 0.92270975

00:37:50.380 --> 00:37:51.820 in the original act,
NOTE Confidence: 0.92270975

00:37:51.820 --> 00:37:53.446 there was a discussion of putting
NOTE Confidence: 0.92270975

00:37:53.446 --> 00:37:55.659 in a waiver for it for telemedicine
NOTE Confidence: 0.92270975

00:37:55.659 --> 00:37:57.789 providers to be able to continue
NOTE Confidence: 0.92270975

00:37:57.789 --> 00:37:59.420 prescribing controlled substances.
NOTE Confidence: 0.92270975

00:37:59.420 --> 00:38:00.698 And the DEA has just been,
NOTE Confidence: 0.92270975

00:38:00.700 --> 00:38:01.765 I think, disgraceful.
NOTE Confidence: 0.92270975

00:38:01.765 --> 00:38:03.732 Over the last, you know,
NOTE Confidence: 0.92270975

00:38:03.732 --> 00:38:07.190 10 years plus by not ever implementing

NOTE Confidence: 0.92270975

00:38:07.190 --> 00:38:09.590 that waiver for telemedicine

NOTE Confidence: 0.92270975

00:38:09.590 --> 00:38:12.086 practice and I'm not genuinely

NOTE Confidence: 0.92270975

00:38:12.086 --> 00:38:14.456 actually not sure what exact

NOTE Confidence: 0.92270975

00:38:14.456 --> 00:38:17.286 stage it's at now because you know

NOTE Confidence: 0.92270975

00:38:17.286 --> 00:38:19.582 with the the going away of the

NOTE Confidence: 0.92270975

00:38:19.590 --> 00:38:21.006 regulatory changes post pandemic,

NOTE Confidence: 0.92270975

00:38:21.006 --> 00:38:23.798 I assume that will go back to you

NOTE Confidence: 0.92270975

00:38:23.798 --> 00:38:25.604 know the original place which will

NOTE Confidence: 0.92270975

00:38:25.604 --> 00:38:27.829 mean that there is no way for possible

NOTE Confidence: 0.92270975

00:38:27.829 --> 00:38:30.190 and we won't be able to provide

NOTE Confidence: 0.92270975

00:38:30.190 --> 00:38:31.778 controlled substances over telemedicine.

NOTE Confidence: 0.92270975

00:38:31.778 --> 00:38:33.548 I think that's just awful.

NOTE Confidence: 0.92270975

00:38:33.550 --> 00:38:35.110 And the DEA really needs to,

NOTE Confidence: 0.92270975

00:38:35.110 --> 00:38:37.966 you know, get its act together

NOTE Confidence: 0.92270975

00:38:37.966 --> 00:38:39.870 and listen to clinicians.

NOTE Confidence: 0.92270975

00:38:39.870 --> 00:38:42.460 We need to use the evidence that's
NOTE Confidence: 0.92270975

00:38:42.460 --> 00:38:45.090 been developed during the pandemic of
NOTE Confidence: 0.92270975

00:38:45.090 --> 00:38:48.122 the for the importance of prescribing
NOTE Confidence: 0.92270975

00:38:48.122 --> 00:38:51.224 controlled substances over video and
NOTE Confidence: 0.92270975

00:38:51.224 --> 00:38:53.348 they need to provide these waivers.
NOTE Confidence: 0.9503169

00:38:55.950 --> 00:38:59.070 Great. Thanks, Peter. So I'm going to
NOTE Confidence: 0.92017675

00:38:59.070 --> 00:39:01.430 steal. These ideas in this
NOTE Confidence: 0.92017675

00:39:01.430 --> 00:39:03.790 question about the magic wand.
NOTE Confidence: 0.92017675

00:39:03.790 --> 00:39:06.107 So I'm going to give you an
NOTE Confidence: 0.92017675

00:39:06.107 --> 00:39:07.504 imaginary magic wand that
NOTE Confidence: 0.92017675

00:39:07.504 --> 00:39:09.696 grants you one wish relating to
NOTE Confidence: 0.92017675

00:39:09.696 --> 00:39:11.428 telemedicine and mental health.
NOTE Confidence: 0.92017675

00:39:11.430 --> 00:39:12.190 So what would it be?
NOTE Confidence: 0.92017675

00:39:12.190 --> 00:39:13.350 Let's let's start with Peter.
NOTE Confidence: 0.93320922

00:39:14.870 --> 00:39:17.910 I think one wish would be that it
NOTE Confidence: 0.93320922

00:39:17.910 --> 00:39:20.295 would be funded and available at the

NOTE Confidence: 0.93320922

00:39:20.295 --> 00:39:22.938 same level as in in person mental

NOTE Confidence: 0.93320922

00:39:22.938 --> 00:39:25.308 health care everywhere in America.

NOTE Confidence: 0.943128857142857

00:39:27.310 --> 00:39:28.990 Thank you, Peter. Dan, what's your wish?

NOTE Confidence: 0.937378342857143

00:39:30.450 --> 00:39:32.725 Well, you know picking up on that,

NOTE Confidence: 0.937378342857143

00:39:32.730 --> 00:39:34.750 but maybe thinking about with

NOTE Confidence: 0.937378342857143

00:39:34.750 --> 00:39:36.366 a slightly different twist.

NOTE Confidence: 0.937378342857143

00:39:36.370 --> 00:39:39.974 I think that utilizing virtual care

NOTE Confidence: 0.937378342857143

00:39:39.974 --> 00:39:42.410 when we do so would would grow

NOTE Confidence: 0.937378342857143

00:39:42.477 --> 00:39:44.542 from an understanding between the

NOTE Confidence: 0.937378342857143

00:39:44.542 --> 00:39:47.061 patient and the provider that it

NOTE Confidence: 0.937378342857143

00:39:47.061 --> 00:39:49.347 offers a better care experience for

NOTE Confidence: 0.937378342857143

00:39:49.347 --> 00:39:51.420 the patient towards better access

NOTE Confidence: 0.937378342857143

00:39:51.420 --> 00:39:54.210 and or improves quality of care.

NOTE Confidence: 0.937378342857143

00:39:54.210 --> 00:39:56.666 I would again look at it as a

NOTE Confidence: 0.937378342857143

00:39:56.666 --> 00:39:58.609 very important tool that we have.

NOTE Confidence: 0.937378342857143

00:39:58.610 --> 00:40:01.346 That has the capacity to get more people
NOTE Confidence: 0.937378342857143

00:40:01.346 --> 00:40:03.887 into care or make it more accessible
NOTE Confidence: 0.937378342857143

00:40:03.890 --> 00:40:07.130 to improve the quality of care,
NOTE Confidence: 0.937378342857143

00:40:07.130 --> 00:40:10.778 to preserve the sort of the
NOTE Confidence: 0.937378342857143

00:40:10.778 --> 00:40:13.930 maintenance of care and to just treat
NOTE Confidence: 0.937378342857143

00:40:13.930 --> 00:40:15.910 it like any other really valuable
NOTE Confidence: 0.937378342857143

00:40:15.984 --> 00:40:17.928 tool that we have in medicine.
NOTE Confidence: 0.94830432

00:40:20.050 --> 00:40:21.394 Thanks, Dan. And finally,
NOTE Confidence: 0.94830432

00:40:21.394 --> 00:40:22.369 Chris, what's your wish?
NOTE Confidence: 0.946446461538461

00:40:23.560 --> 00:40:25.296 Thanks Sean. I think you know from the
NOTE Confidence: 0.946446461538461

00:40:25.296 --> 00:40:27.079 from the payer purchaser perspective,
NOTE Confidence: 0.946446461538461

00:40:27.080 --> 00:40:30.152 our desire would really be for an
NOTE Confidence: 0.946446461538461

00:40:30.152 --> 00:40:32.024 increase in adoption of value based
NOTE Confidence: 0.946446461538461

00:40:32.024 --> 00:40:33.735 payments that under alternative payment
NOTE Confidence: 0.946446461538461

00:40:33.735 --> 00:40:35.871 models that really allow providers to
NOTE Confidence: 0.946446461538461

00:40:35.871 --> 00:40:38.037 have the flexibility that they need

NOTE Confidence: 0.946446461538461
00:40:38.040 --> 00:40:40.045 to communicate with clients while
NOTE Confidence: 0.946446461538461
00:40:40.045 --> 00:40:41.649 providing parameters around ensuring
NOTE Confidence: 0.946446461538461
00:40:41.649 --> 00:40:43.420 quality of services and and quality
NOTE Confidence: 0.946446461538461
00:40:43.420 --> 00:40:45.098 as measured not just by process
NOTE Confidence: 0.946446461538461
00:40:45.098 --> 00:40:46.643 outcomes by true clinical outcomes
NOTE Confidence: 0.946446461538461
00:40:46.643 --> 00:40:50.180 and being able to have that kind of.
NOTE Confidence: 0.946446461538461
00:40:50.180 --> 00:40:53.682 Exchange of of data and and continuous
NOTE Confidence: 0.946446461538461
00:40:53.682 --> 00:40:55.859 learning to facilitate those kinds of models.
NOTE Confidence: 0.909010868
00:40:57.540 --> 00:40:59.220 Hey, John, it's Lee. John.
NOTE Confidence: 0.909010868
00:40:59.220 --> 00:41:00.384 John, can I have a magic
NOTE Confidence: 0.909010868
00:41:00.384 --> 00:41:01.380 wand on this session too?
NOTE Confidence: 0.9039911375
00:41:02.020 --> 00:41:03.500 Yeah, you sure can.
NOTE Confidence: 0.934502985714286
00:41:03.860 --> 00:41:06.779 My magic wand would be that we
NOTE Confidence: 0.934502985714286
00:41:06.780 --> 00:41:08.810 valued and respected and reimbursed
NOTE Confidence: 0.934502985714286
00:41:08.810 --> 00:41:11.579 mental health in the same way that
NOTE Confidence: 0.934502985714286

00:41:11.579 --> 00:41:13.577 we do other types of healthcare
NOTE Confidence: 0.934502985714286

00:41:13.580 --> 00:41:17.070 regardless of the relative payments.
NOTE Confidence: 0.934502985714286

00:41:17.070 --> 00:41:18.477 I just think it's a huge gap
NOTE Confidence: 0.934502985714286

00:41:18.477 --> 00:41:19.430 in our healthcare system.
NOTE Confidence: 0.934502985714286

00:41:19.430 --> 00:41:21.950 And so much of what falls through the
NOTE Confidence: 0.934502985714286

00:41:21.950 --> 00:41:24.208 cracks in our other care delivery
NOTE Confidence: 0.934502985714286

00:41:24.208 --> 00:41:26.542 models is so strongly mediated and
NOTE Confidence: 0.934502985714286

00:41:26.612 --> 00:41:29.227 influenced by behavioral health issues.
NOTE Confidence: 0.934502985714286

00:41:29.230 --> 00:41:30.791 So that that would be my wish
NOTE Confidence: 0.934502985714286

00:41:30.791 --> 00:41:31.950 that that's probably the needs,
NOTE Confidence: 0.934502985714286

00:41:31.950 --> 00:41:33.070 the biggest wand of all.
NOTE Confidence: 0.934502985714286

00:41:33.070 --> 00:41:34.366 So I'll, I'll turn it back
NOTE Confidence: 0.934502985714286

00:41:34.366 --> 00:41:35.910 to you to close the session.
NOTE Confidence: 0.93421556

00:41:37.470 --> 00:41:39.856 Yeah, big Amen to that, Lee.
NOTE Confidence: 0.93421556

00:41:39.856 --> 00:41:42.944 So I wanted to thank our speakers again,
NOTE Confidence: 0.93421556

00:41:42.950 --> 00:41:44.600 Doctor Yellow Lee's.

NOTE Confidence: 0.93421556

00:41:44.600 --> 00:41:47.350 Doctor Becker and Doctor Chen.

NOTE Confidence: 0.93421556

00:41:47.350 --> 00:41:49.240 So hopefully you learned a little

NOTE Confidence: 0.93421556

00:41:49.240 --> 00:41:50.534 bit about collaborative care.

NOTE Confidence: 0.93421556

00:41:50.534 --> 00:41:52.526 You understand a little bit about

NOTE Confidence: 0.93421556

00:41:52.526 --> 00:41:55.645 the history of of the silos and and

NOTE Confidence: 0.93421556

00:41:55.645 --> 00:41:58.751 you know some of the the important

NOTE Confidence: 0.93421556

00:41:58.751 --> 00:42:00.556 initiatives are underway to break

NOTE Confidence: 0.93421556

00:42:00.556 --> 00:42:03.226 down some of the silos and then just

NOTE Confidence: 0.93421556

00:42:03.226 --> 00:42:05.438 to understand how Ryan Haid act might

NOTE Confidence: 0.93421556

00:42:05.438 --> 00:42:07.747 apply to you in your health system.

NOTE Confidence: 0.93421556

00:42:07.750 --> 00:42:08.750 So Lee and car,

NOTE Confidence: 0.93421556

00:42:08.750 --> 00:42:10.250 I don't know if there's any

NOTE Confidence: 0.93421556

00:42:10.312 --> 00:42:12.228 questions in the Q&A and if not.

NOTE Confidence: 0.93421556

00:42:12.228 --> 00:42:14.540 I'll I'll just kick it back to you, Lee.

NOTE Confidence: 0.9368991333333333

00:42:15.180 --> 00:42:16.740 Great. No, I think we're good.

NOTE Confidence: 0.9368991333333333

00:42:16.740 --> 00:42:17.432 Wonderful session.
NOTE Confidence: 0.9368991333333333

00:42:17.432 --> 00:42:18.816 Thank you so much.
NOTE Confidence: 0.9368991333333333

00:42:18.820 --> 00:42:22.620 So we get a 10 minute bio break,
NOTE Confidence: 0.9368991333333333

00:42:22.620 --> 00:42:25.578 go refuel, get your steps in,
NOTE Confidence: 0.9368991333333333

00:42:25.580 --> 00:42:28.940 drink your espresso and come back
NOTE Confidence: 0.9368991333333333

00:42:28.940 --> 00:42:31.610 rejuvenated for our next panel which
NOTE Confidence: 0.9368991333333333

00:42:31.610 --> 00:42:36.060 is also going to be really exciting and
NOTE Confidence: 0.9368991333333333

00:42:36.060 --> 00:42:38.060 and stimulating journey and conversation.
NOTE Confidence: 0.9368991333333333

00:42:38.060 --> 00:42:41.316 So thanks to all the speakers so far.
NOTE Confidence: 0.9368991333333333

00:42:41.320 --> 00:42:42.370 Make sure you come back after
NOTE Confidence: 0.9368991333333333

00:42:42.370 --> 00:42:43.280 the break, everybody.