

WEBVTT

NOTE duration:"00:44:04.370000"

NOTE recognizability:0.930

NOTE language:en-us

NOTE Confidence: 0.944898246153846

00:00:00.000 --> 00:00:02.288 Anyway, thank you so much to all the

NOTE Confidence: 0.944898246153846

00:00:02.288 --> 00:00:04.118 panelists and the guests returning.

NOTE Confidence: 0.944898246153846

00:00:04.120 --> 00:00:07.400 It's a great pleasure to introduce Panel 4,

NOTE Confidence: 0.944898246153846

00:00:07.400 --> 00:00:09.125 which is going to talk about payer, provider,

NOTE Confidence: 0.944898246153846

00:00:09.125 --> 00:00:11.795 patient and professional Society of crash

NOTE Confidence: 0.944898246153846

00:00:11.795 --> 00:00:14.040 course on clinical appropriateness and I

NOTE Confidence: 0.944898246153846

00:00:14.040 --> 00:00:16.592 can't think of anybody more appropriate.

NOTE Confidence: 0.944898246153846

00:00:16.592 --> 00:00:20.005 To lead this session, then my good

NOTE Confidence: 0.944898246153846

00:00:20.005 --> 00:00:21.980 friend and colleague Judd Hollander.

NOTE Confidence: 0.944898246153846

00:00:21.980 --> 00:00:24.732 Judd is a Senior Vice President of Healthcare

NOTE Confidence: 0.944898246153846

00:00:24.732 --> 00:00:26.539 Delivery Innovation at Jefferson Health.

NOTE Confidence: 0.944898246153846

00:00:26.540 --> 00:00:29.420 He's also Professor of Emergency Medicine,

NOTE Confidence: 0.944898246153846

00:00:29.420 --> 00:00:32.332 really just a real visionary in the

NOTE Confidence: 0.944898246153846

00:00:32.332 --> 00:00:34.970 field of digital health, virtual care,
NOTE Confidence: 0.944898246153846

00:00:34.970 --> 00:00:37.220 connected care and built out the
NOTE Confidence: 0.944898246153846

00:00:37.220 --> 00:00:39.380 Jeff Connect telemedicine program.
NOTE Confidence: 0.944898246153846

00:00:39.380 --> 00:00:42.290 The urgent care program has been
NOTE Confidence: 0.944898246153846

00:00:42.290 --> 00:00:44.230 developing courses and certifications
NOTE Confidence: 0.944898246153846

00:00:44.303 --> 00:00:46.727 and really building infrastructure.
NOTE Confidence: 0.944898246153846

00:00:46.730 --> 00:00:50.994 To train a new generation of clinicians and
NOTE Confidence: 0.944898246153846

00:00:50.994 --> 00:00:54.326 providers in the delivery of virtual care.
NOTE Confidence: 0.944898246153846

00:00:54.330 --> 00:00:56.400 And I think this concept of
NOTE Confidence: 0.944898246153846

00:00:56.400 --> 00:00:57.090 clinical appropriateness,
NOTE Confidence: 0.944898246153846

00:00:57.090 --> 00:00:59.810 how we define it, how we implement it,
NOTE Confidence: 0.944898246153846

00:00:59.810 --> 00:01:02.726 how it meshes with our payers,
NOTE Confidence: 0.944898246153846

00:01:02.730 --> 00:01:05.907 how we come to build it into our training
NOTE Confidence: 0.944898246153846

00:01:05.907 --> 00:01:08.250 programs and certification programs,
NOTE Confidence: 0.944898246153846

00:01:08.250 --> 00:01:10.287 how our patients come to understand it,
NOTE Confidence: 0.944898246153846

00:01:10.290 --> 00:01:11.010 super important.

NOTE Confidence: 0.944898246153846
00:01:11.010 --> 00:01:13.168 So with that, Judd, I'll turn it over to you.
NOTE Confidence: 0.8385399925
00:01:14.410 --> 00:01:15.710 Thanks, Lee. What, what?
NOTE Confidence: 0.8385399925
00:01:15.710 --> 00:01:17.010 What a great introduction.
NOTE Confidence: 0.8385399925
00:01:17.010 --> 00:01:18.984 Let let's go to the next three
NOTE Confidence: 0.8385399925
00:01:18.984 --> 00:01:21.011 slides where I will comment probably
NOTE Confidence: 0.8385399925
00:01:21.011 --> 00:01:22.861 the most visionary thing I've
NOTE Confidence: 0.8385399925
00:01:22.861 --> 00:01:25.150 done in 2022 is select these three
NOTE Confidence: 0.8385399925
00:01:25.150 --> 00:01:27.001 panelists who know much more about
NOTE Confidence: 0.8385399925
00:01:27.001 --> 00:01:29.017 this topic than me and I'm going to
NOTE Confidence: 0.8385399925
00:01:29.017 --> 00:01:30.559 let them introduce themselves and
NOTE Confidence: 0.8385399925
00:01:30.559 --> 00:01:33.194 then we're going to do it a little
NOTE Confidence: 0.8385399925
00:01:33.194 --> 00:01:35.154 different than the prior panels.
NOTE Confidence: 0.8385399925
00:01:35.160 --> 00:01:38.152 So you know we'll we'll speak one at
NOTE Confidence: 0.8385399925
00:01:38.152 --> 00:01:40.539 a time but the the people listening
NOTE Confidence: 0.8385399925
00:01:40.539 --> 00:01:42.730 should feel free to interrupt and the
NOTE Confidence: 0.8385399925

00:01:42.787 --> 00:01:44.837 panelists should interrupt each other.
NOTE Confidence: 0.8385399925

00:01:44.840 --> 00:01:47.432 We, you know we we got an ER bent.
NOTE Confidence: 0.8385399925

00:01:47.440 --> 00:01:49.648 Two of the panelists are ER docs with
NOTE Confidence: 0.8385399925

00:01:49.648 --> 00:01:52.063 me and we used to you know no rules
NOTE Confidence: 0.8385399925

00:01:52.063 --> 00:01:54.279 and a little bit of a free for all.
NOTE Confidence: 0.8385399925

00:01:54.280 --> 00:01:57.115 So rather than just have one of us speak,
NOTE Confidence: 0.8385399925

00:01:57.120 --> 00:01:59.202 we we got going to encourage
NOTE Confidence: 0.8385399925

00:01:59.202 --> 00:02:01.450 the other two to interrupt.
NOTE Confidence: 0.8385399925

00:02:01.450 --> 00:02:03.106 And we're actually going to encourage
NOTE Confidence: 0.8385399925

00:02:03.106 --> 00:02:04.986 the people who are tending to put
NOTE Confidence: 0.8385399925

00:02:04.986 --> 00:02:06.432 the questions in the chat and
NOTE Confidence: 0.8385399925

00:02:06.432 --> 00:02:07.568 then I will interrupt.
NOTE Confidence: 0.8385399925

00:02:07.570 --> 00:02:09.460 So we could engage in some
NOTE Confidence: 0.8385399925

00:02:09.460 --> 00:02:10.405 really good dialogue.
NOTE Confidence: 0.8385399925

00:02:10.410 --> 00:02:11.994 But I think I'll let each of the
NOTE Confidence: 0.8385399925

00:02:11.994 --> 00:02:12.915 panelists quickly introduce themselves

NOTE Confidence: 0.8385399925

00:02:12.915 --> 00:02:14.609 and then we'll get into the talks.

NOTE Confidence: 0.8385399925

00:02:14.610 --> 00:02:15.650 Nick, please go ahead.

NOTE Confidence: 0.8895960333333333

00:02:16.490 --> 00:02:17.272 Thanks, John.

NOTE Confidence: 0.8895960333333333

00:02:17.272 --> 00:02:20.009 Honored to be part of great symposium.

NOTE Confidence: 0.8895960333333333

00:02:20.010 --> 00:02:21.765 I'm the former Chief Digital

NOTE Confidence: 0.8895960333333333

00:02:21.765 --> 00:02:23.169 Officer of Prisma Health,

NOTE Confidence: 0.8895960333333333

00:02:23.170 --> 00:02:25.170 been with that health system for 19 years.

NOTE Confidence: 0.8895960333333333

00:02:25.170 --> 00:02:26.394 Actually last Friday,

NOTE Confidence: 0.8895960333333333

00:02:26.394 --> 00:02:29.250 November 4th was my last day there.

NOTE Confidence: 0.8895960333333333

00:02:29.250 --> 00:02:32.154 As I move into new adventures as a

NOTE Confidence: 0.8895960333333333

00:02:32.154 --> 00:02:34.489 strategic advisor to multiple companies.

NOTE Confidence: 0.8895960333333333

00:02:34.490 --> 00:02:36.770 So great to be here, Ogden.

NOTE Confidence: 0.94226621

00:02:38.610 --> 00:02:39.450 Thanks, Chad, for having me.

NOTE Confidence: 0.94226621

00:02:39.450 --> 00:02:41.526 Thanks all for having me here.

NOTE Confidence: 0.94226621

00:02:41.530 --> 00:02:43.408 I'm an emergency physician on faculty.

NOTE Confidence: 0.94226621

00:02:43.410 --> 00:02:44.858 Yeah. I do a lot of work actually
NOTE Confidence: 0.94226621

00:02:44.858 --> 00:02:46.049 on quality and payment policy.
NOTE Confidence: 0.94226621

00:02:46.050 --> 00:02:47.160 And so it's exciting to
NOTE Confidence: 0.94226621

00:02:47.160 --> 00:02:48.048 engage in this conversation.
NOTE Confidence: 0.82318519

00:02:49.010 --> 00:02:51.530 OK And Lulu, also
NOTE Confidence: 0.956509804615385

00:02:51.530 --> 00:02:53.840 happy to be here, Emergency physician
NOTE Confidence: 0.956509804615385

00:02:53.840 --> 00:02:55.926 and director of Telehealth Education
NOTE Confidence: 0.956509804615385

00:02:55.926 --> 00:02:57.490 at Georgetown, good to be here.
NOTE Confidence: 0.93104279125

00:02:58.080 --> 00:03:00.006 Okay. And what were we going in this order
NOTE Confidence: 0.93104279125

00:03:00.006 --> 00:03:01.757 was Nick going 1st and Argin second.
NOTE Confidence: 0.93104279125

00:03:01.760 --> 00:03:03.393 Was that the way we planned it, Okay,
NOTE Confidence: 0.93104279125

00:03:03.393 --> 00:03:05.181 Nick shaking, you said yet, so.
NOTE Confidence: 0.93104279125

00:03:05.181 --> 00:03:06.949 So we're going to do this and I
NOTE Confidence: 0.93104279125

00:03:06.949 --> 00:03:08.798 think you know Nick's going to lay,
NOTE Confidence: 0.93104279125

00:03:08.800 --> 00:03:10.480 I don't want to say the groundwork
NOTE Confidence: 0.93104279125

00:03:10.480 --> 00:03:12.563 because we've had a whole day of hearing

NOTE Confidence: 0.93104279125

00:03:12.563 --> 00:03:13.878 different parts of digital health,

NOTE Confidence: 0.93104279125

00:03:13.880 --> 00:03:16.112 but but give you a perspective on how

NOTE Confidence: 0.93104279125

00:03:16.112 --> 00:03:18.891 we can feed this into quality and

NOTE Confidence: 0.93104279125

00:03:18.891 --> 00:03:21.046 clinical appropriateness And then Argin's

NOTE Confidence: 0.93104279125

00:03:21.115 --> 00:03:23.587 background is phenomenal in this space.

NOTE Confidence: 0.93104279125

00:03:23.590 --> 00:03:25.914 In terms of measure payment and pay

NOTE Confidence: 0.93104279125

00:03:25.914 --> 00:03:27.730 for performance and and understanding

NOTE Confidence: 0.93104279125

00:03:27.730 --> 00:03:29.625 that better than you know,

NOTE Confidence: 0.93104279125

00:03:29.630 --> 00:03:32.150 certainly I do and probably many of you do.

NOTE Confidence: 0.93104279125

00:03:32.150 --> 00:03:33.921 And we think understanding how it works

NOTE Confidence: 0.93104279125

00:03:33.921 --> 00:03:36.161 in the real world is important for us to

NOTE Confidence: 0.93104279125

00:03:36.161 --> 00:03:38.108 frame how it should be in telemedicine.

NOTE Confidence: 0.93104279125

00:03:38.110 --> 00:03:40.364 And then Lulu's going to speak more

NOTE Confidence: 0.93104279125

00:03:40.364 --> 00:03:42.217 towards the training side and because

NOTE Confidence: 0.93104279125

00:03:42.217 --> 00:03:44.149 I just like to make the analogy

NOTE Confidence: 0.93104279125

00:03:44.150 --> 00:03:46.374 for those of you who have had the
NOTE Confidence: 0.93104279125

00:03:46.374 --> 00:03:48.320 wonderful life changing experience of.
NOTE Confidence: 0.93104279125

00:03:48.320 --> 00:03:49.928 Going to a hospital and going
NOTE Confidence: 0.93104279125

00:03:49.928 --> 00:03:51.292 up on a new EMR,
NOTE Confidence: 0.93104279125

00:03:51.292 --> 00:03:53.336 you know when you go to work
NOTE Confidence: 0.93104279125

00:03:53.336 --> 00:03:54.891 someplace where everybody knows
NOTE Confidence: 0.93104279125

00:03:54.891 --> 00:03:56.715 the electronic medical record,
NOTE Confidence: 0.93104279125

00:03:56.720 --> 00:03:58.984 they can show you on the fly when
NOTE Confidence: 0.93104279125

00:03:58.984 --> 00:04:00.799 you're working your clinical shift.
NOTE Confidence: 0.93104279125

00:04:00.800 --> 00:04:02.500 But when you go up on epic and the person
NOTE Confidence: 0.93104279125

00:04:02.542 --> 00:04:04.153 on the right doesn't know how to do it,
NOTE Confidence: 0.93104279125

00:04:04.160 --> 00:04:05.637 and the person on the left doesn't
NOTE Confidence: 0.93104279125

00:04:05.637 --> 00:04:07.375 know how to do it and you all got
NOTE Confidence: 0.93104279125

00:04:07.375 --> 00:04:08.718 to figure it out the same day,
NOTE Confidence: 0.93104279125

00:04:08.720 --> 00:04:11.402 you need training and telemedicine is
NOTE Confidence: 0.93104279125

00:04:11.402 --> 00:04:14.279 like that because before COVID existed,

NOTE Confidence: 0.93104279125

00:04:14.280 --> 00:04:16.278 the older people didn't know how to do it,

NOTE Confidence: 0.93104279125

00:04:16.280 --> 00:04:17.600 the mid career people didn't know

NOTE Confidence: 0.93104279125

00:04:17.600 --> 00:04:19.456 how to do it and the younger people

NOTE Confidence: 0.93104279125

00:04:19.456 --> 00:04:20.836 didn't know how to do it.

NOTE Confidence: 0.93104279125

00:04:20.840 --> 00:04:22.780 So when you were going to learn how to do it?

NOTE Confidence: 0.93104279125

00:04:22.780 --> 00:04:24.390 You need training and Lulu is going

NOTE Confidence: 0.93104279125

00:04:24.390 --> 00:04:26.129 to speak to that as a leader in

NOTE Confidence: 0.93104279125

00:04:26.129 --> 00:04:27.820 that area to tie this all together.

NOTE Confidence: 0.93104279125

00:04:27.820 --> 00:04:30.060 But Nick, I'm going to turn it over to you.

NOTE Confidence: 0.93104279125

00:04:30.060 --> 00:04:32.631 And remember, use the chat, use the Q&A.

NOTE Confidence: 0.93104279125

00:04:32.631 --> 00:04:33.979 Feel free to interrupt.

NOTE Confidence: 0.93104279125

00:04:33.980 --> 00:04:36.540 And panelists feel free to interrupt as well.

NOTE Confidence: 0.879760174545455

00:04:37.700 --> 00:04:38.870 Great. Thanks, Judd. I'm gonna

NOTE Confidence: 0.879760174545455

00:04:38.870 --> 00:04:40.340 send me your control the slides

NOTE Confidence: 0.951574925

00:04:41.580 --> 00:04:43.030 just say next slide and

NOTE Confidence: 0.951574925

00:04:43.030 --> 00:04:43.900 it's controlled centrally.

NOTE Confidence: 0.923105348888889

00:04:43.980 --> 00:04:45.690 Perfect. So as we dive

NOTE Confidence: 0.923105348888889

00:04:45.690 --> 00:04:47.058 into our discussion day,

NOTE Confidence: 0.923105348888889

00:04:47.060 --> 00:04:49.372 I like to start off talking about the

NOTE Confidence: 0.923105348888889

00:04:49.372 --> 00:04:50.917 common perceived differences between

NOTE Confidence: 0.923105348888889

00:04:50.917 --> 00:04:52.737 traditional and digital health.

NOTE Confidence: 0.923105348888889

00:04:52.740 --> 00:04:54.495 As a take away from the next few slides,

NOTE Confidence: 0.923105348888889

00:04:54.500 --> 00:04:56.593 I hope we can walk away reimagine

NOTE Confidence: 0.923105348888889

00:04:56.593 --> 00:04:59.389 how we view digital health in the

NOTE Confidence: 0.923105348888889

00:04:59.389 --> 00:05:01.217 traditional care delivery system.

NOTE Confidence: 0.923105348888889

00:05:01.220 --> 00:05:03.900 Like other non healthcare verticals,

NOTE Confidence: 0.923105348888889

00:05:03.900 --> 00:05:06.850 digital solutions can be an enabler that

NOTE Confidence: 0.923105348888889

00:05:06.850 --> 00:05:10.320 can carve out instead of a separate carve

NOTE Confidence: 0.923105348888889

00:05:10.320 --> 00:05:12.016 out and preconsumed preconceived nuisance.

NOTE Confidence: 0.923105348888889

00:05:12.016 --> 00:05:14.720 You know since the high tech deck a

NOTE Confidence: 0.923105348888889

00:05:14.780 --> 00:05:16.874 lot of providers obviously when they
NOTE Confidence: 0.923105348888889

00:05:16.874 --> 00:05:18.920 think about new digital solutions.
NOTE Confidence: 0.923105348888889

00:05:18.920 --> 00:05:20.912 They're get worried because it may
NOTE Confidence: 0.923105348888889

00:05:20.912 --> 00:05:22.602 disrupt their workflows and cause
NOTE Confidence: 0.923105348888889

00:05:22.602 --> 00:05:24.438 more disruption in their work day.
NOTE Confidence: 0.923105348888889

00:05:24.440 --> 00:05:25.628 But really digital solutions
NOTE Confidence: 0.923105348888889

00:05:25.628 --> 00:05:27.113 have transformed how we bank,
NOTE Confidence: 0.923105348888889

00:05:27.120 --> 00:05:27.948 how we travel,
NOTE Confidence: 0.923105348888889

00:05:27.948 --> 00:05:29.880 how we watch movies and so many
NOTE Confidence: 0.923105348888889

00:05:29.949 --> 00:05:31.684 other services that we used
NOTE Confidence: 0.923105348888889

00:05:31.684 --> 00:05:33.072 in healthcare every day.
NOTE Confidence: 0.923105348888889

00:05:33.080 --> 00:05:34.700 So you know, healthcare shouldn't
NOTE Confidence: 0.923105348888889

00:05:34.700 --> 00:05:36.320 be any different than that.
NOTE Confidence: 0.923105348888889

00:05:36.320 --> 00:05:36.582 Judd,
NOTE Confidence: 0.923105348888889

00:05:36.582 --> 00:05:38.940 go ahead and go to the next slide please.
NOTE Confidence: 0.923105348888889

00:05:38.940 --> 00:05:41.178 So when you think about traditional

NOTE Confidence: 0.923105348888889
00:05:41.178 --> 00:05:42.916 and digital healthcare, you know,
NOTE Confidence: 0.923105348888889
00:05:42.916 --> 00:05:44.764 I I've been an internal medicine
NOTE Confidence: 0.923105348888889
00:05:44.764 --> 00:05:46.499 physician for almost 2 decades now
NOTE Confidence: 0.923105348888889
00:05:46.499 --> 00:05:48.420 and I've seen both sides of this,
NOTE Confidence: 0.923105348888889
00:05:48.420 --> 00:05:49.488 especially during COVID.
NOTE Confidence: 0.923105348888889
00:05:49.488 --> 00:05:51.624 And so most people think of
NOTE Confidence: 0.923105348888889
00:05:51.624 --> 00:05:53.097 traditional as fee for service.
NOTE Confidence: 0.923105348888889
00:05:53.100 --> 00:05:54.744 You know, they're focusing on those
NOTE Confidence: 0.923105348888889
00:05:54.744 --> 00:05:56.419 patients that come in the office.
NOTE Confidence: 0.923105348888889
00:05:56.420 --> 00:05:58.144 It's focused as traditionally
NOTE Confidence: 0.923105348888889
00:05:58.144 --> 00:06:00.299 to the baby boomer populations,
NOTE Confidence: 0.923105348888889
00:06:00.300 --> 00:06:01.521 those established patients,
NOTE Confidence: 0.923105348888889
00:06:01.521 --> 00:06:03.963 those folks that you've built the
NOTE Confidence: 0.923105348888889
00:06:03.963 --> 00:06:06.500 rapport over many, many years.
NOTE Confidence: 0.923105348888889
00:06:06.500 --> 00:06:08.242 It's also, if you think about it.
NOTE Confidence: 0.923105348888889

00:06:08.242 --> 00:06:09.498 More of a reactive,
NOTE Confidence: 0.923105348888889

00:06:09.500 --> 00:06:09.780 right.
NOTE Confidence: 0.923105348888889

00:06:09.780 --> 00:06:11.460 You're seeing chronic disease follow up,
NOTE Confidence: 0.923105348888889

00:06:11.460 --> 00:06:12.920 you've seen people when they're
NOTE Confidence: 0.923105348888889

00:06:12.920 --> 00:06:14.749 acutely sick and and you're not
NOTE Confidence: 0.923105348888889

00:06:14.749 --> 00:06:15.997 really seeing what's happening
NOTE Confidence: 0.923105348888889

00:06:15.997 --> 00:06:17.884 in between office visits and it's
NOTE Confidence: 0.923105348888889

00:06:17.884 --> 00:06:19.788 still very hard to get into most
NOTE Confidence: 0.923105348888889

00:06:19.788 --> 00:06:21.022 practices regards to access.
NOTE Confidence: 0.923105348888889

00:06:21.022 --> 00:06:23.068 It's also very tight tech light
NOTE Confidence: 0.923105348888889

00:06:23.068 --> 00:06:24.978 especially on the patient's side.
NOTE Confidence: 0.923105348888889

00:06:24.980 --> 00:06:27.290 Other than most likely they use some
NOTE Confidence: 0.923105348888889

00:06:27.290 --> 00:06:29.820 portals for their EHR data access,
NOTE Confidence: 0.923105348888889

00:06:29.820 --> 00:06:32.106 they're not really engaging in other
NOTE Confidence: 0.923105348888889

00:06:32.106 --> 00:06:34.351 things such as wearables and getting
NOTE Confidence: 0.923105348888889

00:06:34.351 --> 00:06:36.319 that real time access to data.

NOTE Confidence: 0.923105348888889
00:06:36.320 --> 00:06:37.800 Also long wait times,
NOTE Confidence: 0.923105348888889
00:06:37.800 --> 00:06:39.280 as we mentioned before,
NOTE Confidence: 0.923105348888889
00:06:39.280 --> 00:06:40.640 it's usually one way care.
NOTE Confidence: 0.923105348888889
00:06:40.640 --> 00:06:41.824 They need to be seen you try to
NOTE Confidence: 0.923105348888889
00:06:41.824 --> 00:06:42.520 go to see them.
NOTE Confidence: 0.923105348888889
00:06:42.520 --> 00:06:45.465 It's not more on demand care and
NOTE Confidence: 0.923105348888889
00:06:45.465 --> 00:06:47.600 it's it also limit a health system,
NOTE Confidence: 0.923105348888889
00:06:47.600 --> 00:06:48.460 you know prison health,
NOTE Confidence: 0.923105348888889
00:06:48.460 --> 00:06:49.320 the largest health system,
NOTE Confidence: 0.923105348888889
00:06:49.320 --> 00:06:49.876 South Carolina.
NOTE Confidence: 0.923105348888889
00:06:49.876 --> 00:06:52.100 And the only way we can expand our
NOTE Confidence: 0.923105348888889
00:06:52.158 --> 00:06:54.440 catchment area is to build new practices,
NOTE Confidence: 0.923105348888889
00:06:54.440 --> 00:06:56.780 more primary care practices,
NOTE Confidence: 0.923105348888889
00:06:56.780 --> 00:06:59.120 more multispecialty practices etcetera.
NOTE Confidence: 0.923105348888889
00:06:59.120 --> 00:07:00.996 But if you really infuse digital right,
NOTE Confidence: 0.923105348888889

00:07:01.000 --> 00:07:02.500 you can actually help you take
NOTE Confidence: 0.923105348888889

00:07:02.500 --> 00:07:04.150 care of a larger population.
NOTE Confidence: 0.923105348888889

00:07:04.150 --> 00:07:05.908 And so you think about more
NOTE Confidence: 0.923105348888889

00:07:05.908 --> 00:07:06.787 movement towards value,
NOTE Confidence: 0.923105348888889

00:07:06.790 --> 00:07:09.134 more towards population health,
NOTE Confidence: 0.923105348888889

00:07:09.134 --> 00:07:10.726 easier access, consumerism,
NOTE Confidence: 0.923105348888889

00:07:10.726 --> 00:07:13.222 those are things that really resonate
NOTE Confidence: 0.923105348888889

00:07:13.222 --> 00:07:15.430 when you think about digital,
NOTE Confidence: 0.923105348888889

00:07:15.430 --> 00:07:18.070 but they can coexist.
NOTE Confidence: 0.923105348888889

00:07:18.070 --> 00:07:19.390 Next slide.
NOTE Confidence: 0.923105348888889

00:07:19.390 --> 00:07:21.630 So we think about how we see patients.
NOTE Confidence: 0.923105348888889

00:07:21.630 --> 00:07:24.789 So before the EHR and even up to recently,
NOTE Confidence: 0.923105348888889

00:07:24.790 --> 00:07:27.286 we usually follow the the,
NOTE Confidence: 0.923105348888889

00:07:27.286 --> 00:07:28.630 the column above right,
NOTE Confidence: 0.923105348888889

00:07:28.630 --> 00:07:30.766 the horizontal that you see there.
NOTE Confidence: 0.923105348888889

00:07:30.770 --> 00:07:32.884 Now you see someone in the office,

NOTE Confidence: 0.923105348888889
00:07:32.890 --> 00:07:33.310 you,
NOTE Confidence: 0.923105348888889
00:07:33.310 --> 00:07:35.410 you change some diabetic medications,
NOTE Confidence: 0.943128792857143
00:07:35.410 --> 00:07:36.434 they're either doing well,
NOTE Confidence: 0.943128792857143
00:07:36.434 --> 00:07:37.714 you set up some Wellness
NOTE Confidence: 0.943128792857143
00:07:37.714 --> 00:07:38.730 things and they go off.
NOTE Confidence: 0.943128792857143
00:07:38.730 --> 00:07:40.308 You have no idea other than
NOTE Confidence: 0.943128792857143
00:07:40.308 --> 00:07:41.650 if they engage with you,
NOTE Confidence: 0.943128792857143
00:07:41.650 --> 00:07:43.530 what's happening with those patients.
NOTE Confidence: 0.943128792857143
00:07:43.530 --> 00:07:44.778 You don't know if their sugars
NOTE Confidence: 0.943128792857143
00:07:44.778 --> 00:07:45.610 are being well controlled,
NOTE Confidence: 0.943128792857143
00:07:45.610 --> 00:07:47.206 their blood pressure is well controlled,
NOTE Confidence: 0.943128792857143
00:07:47.210 --> 00:07:49.130 you don't know if they run
NOTE Confidence: 0.943128792857143
00:07:49.130 --> 00:07:50.810 out of medicines real time.
NOTE Confidence: 0.943128792857143
00:07:50.810 --> 00:07:52.714 And and so you're really kind of
NOTE Confidence: 0.943128792857143
00:07:52.714 --> 00:07:54.298 waiting for them to communicate
NOTE Confidence: 0.943128792857143

00:07:54.298 --> 00:07:55.706 with you and sometimes.
NOTE Confidence: 0.943128792857143

00:07:55.710 --> 00:07:57.396 They get sick before they can
NOTE Confidence: 0.943128792857143

00:07:57.396 --> 00:07:59.028 communicate with you and they end
NOTE Confidence: 0.943128792857143

00:07:59.028 --> 00:08:00.820 up in the emergency room or and if
NOTE Confidence: 0.943128792857143

00:08:00.876 --> 00:08:02.773 they get sick enough to get admitted
NOTE Confidence: 0.943128792857143

00:08:02.773 --> 00:08:04.178 to the hospital with digital.
NOTE Confidence: 0.943128792857143

00:08:04.178 --> 00:08:06.530 Think of it as a tool that enables
NOTE Confidence: 0.943128792857143

00:08:06.599 --> 00:08:08.531 you to take care of people real
NOTE Confidence: 0.943128792857143

00:08:08.531 --> 00:08:10.563 time and have that even sometimes
NOTE Confidence: 0.943128792857143

00:08:10.563 --> 00:08:12.843 astronous data that's coming in that
NOTE Confidence: 0.943128792857143

00:08:12.843 --> 00:08:14.550 gives you feedback on the patient.
NOTE Confidence: 0.943128792857143

00:08:14.550 --> 00:08:15.630 How their blood pressure doing,
NOTE Confidence: 0.943128792857143

00:08:15.630 --> 00:08:16.818 how their Sugar's doing.
NOTE Confidence: 0.943128792857143

00:08:16.818 --> 00:08:18.600 And then using automation to help
NOTE Confidence: 0.943128792857143

00:08:18.657 --> 00:08:20.349 escalate people to the right Ave.
NOTE Confidence: 0.943128792857143

00:08:20.350 --> 00:08:20.994 of care,

NOTE Confidence: 0.943128792857143
00:08:20.994 --> 00:08:22.926 the ability to know someone's getting
NOTE Confidence: 0.943128792857143
00:08:22.926 --> 00:08:25.348 sick before they know they're getting sick.
NOTE Confidence: 0.943128792857143
00:08:25.350 --> 00:08:27.254 Is what keeps people out of the
NOTE Confidence: 0.943128792857143
00:08:27.254 --> 00:08:28.843 hospital and allows for that
NOTE Confidence: 0.943128792857143
00:08:28.843 --> 00:08:30.267 more proactive care management.
NOTE Confidence: 0.943128792857143
00:08:30.270 --> 00:08:30.966 And so again,
NOTE Confidence: 0.943128792857143
00:08:30.966 --> 00:08:32.590 being able to take care of people
NOTE Confidence: 0.943128792857143
00:08:32.647 --> 00:08:34.306 at home before they get sick and
NOTE Confidence: 0.943128792857143
00:08:34.306 --> 00:08:36.309 even if they're about to get sick do
NOTE Confidence: 0.943128792857143
00:08:36.309 --> 00:08:38.186 hospital home and other types of activities.
NOTE Confidence: 0.943128792857143
00:08:38.186 --> 00:08:41.070 So this really is a merger of the two.
NOTE Confidence: 0.943128792857143
00:08:41.070 --> 00:08:44.090 The next slide Judd demonstrates,
NOTE Confidence: 0.943128792857143
00:08:44.090 --> 00:08:46.070 I know there's a lot of data on here,
NOTE Confidence: 0.943128792857143
00:08:46.070 --> 00:08:48.184 but bear with me for a SEC.
NOTE Confidence: 0.943128792857143
00:08:48.190 --> 00:08:50.482 So when you think about these
NOTE Confidence: 0.943128792857143

00:08:50.482 --> 00:08:52.673 two traditional versus digital
NOTE Confidence: 0.943128792857143

00:08:52.673 --> 00:08:55.077 forms of healthcare delivery.
NOTE Confidence: 0.943128792857143

00:08:55.080 --> 00:08:56.358 They really need to be merged.
NOTE Confidence: 0.943128792857143

00:08:56.360 --> 00:08:58.256 We need to stop thinking of
NOTE Confidence: 0.943128792857143

00:08:58.256 --> 00:09:00.040 them as two different things.
NOTE Confidence: 0.943128792857143

00:09:00.040 --> 00:09:02.400 They really need to be an enabler to
NOTE Confidence: 0.943128792857143

00:09:02.400 --> 00:09:05.080 enhance the traditional care delivery system.
NOTE Confidence: 0.943128792857143

00:09:05.080 --> 00:09:07.657 We're not going to up and healthcare
NOTE Confidence: 0.943128792857143

00:09:07.657 --> 00:09:10.330 delivery as we know it right now just to
NOTE Confidence: 0.943128792857143

00:09:10.392 --> 00:09:12.636 go 100% digital and and and we don't,
NOTE Confidence: 0.943128792857143

00:09:12.640 --> 00:09:14.760 we shouldn't expect it to be 100% digital
NOTE Confidence: 0.943128792857143

00:09:14.760 --> 00:09:17.640 now as our population has changed.
NOTE Confidence: 0.943128792857143

00:09:17.640 --> 00:09:19.240 You know with the millennials
NOTE Confidence: 0.943128792857143

00:09:19.240 --> 00:09:20.840 outnumbering the baby boomer population,
NOTE Confidence: 0.943128792857143

00:09:20.840 --> 00:09:22.562 they expect care to be delivered
NOTE Confidence: 0.943128792857143

00:09:22.562 --> 00:09:23.710 in a different way.

NOTE Confidence: 0.943128792857143
00:09:23.710 --> 00:09:25.030 They want more on demand care,
NOTE Confidence: 0.943128792857143
00:09:25.030 --> 00:09:27.058 but they also will still need
NOTE Confidence: 0.943128792857143
00:09:27.058 --> 00:09:28.720 the services of traditional areas
NOTE Confidence: 0.943128792857143
00:09:28.720 --> 00:09:30.712 such as being able to go get labs
NOTE Confidence: 0.943128792857143
00:09:30.712 --> 00:09:32.558 or ancillary services, imaging,
NOTE Confidence: 0.943128792857143
00:09:32.558 --> 00:09:34.190 go see a pharmacy,
NOTE Confidence: 0.943128792857143
00:09:34.190 --> 00:09:37.390 go to go to an ER if they need to.
NOTE Confidence: 0.943128792857143
00:09:37.390 --> 00:09:40.350 So how do you marry the two By using data,
NOTE Confidence: 0.943128792857143
00:09:40.350 --> 00:09:43.390 patient preference, that's CRM information,
NOTE Confidence: 0.943128792857143
00:09:43.390 --> 00:09:44.066 EHR data,
NOTE Confidence: 0.943128792857143
00:09:44.066 --> 00:09:45.756 social determinant data to then
NOTE Confidence: 0.943128792857143
00:09:45.756 --> 00:09:47.588 escalate patients to the right Ave.
NOTE Confidence: 0.943128792857143
00:09:47.590 --> 00:09:49.342 of care based on their preference
NOTE Confidence: 0.943128792857143
00:09:49.342 --> 00:09:51.090 and their need at the time.
NOTE Confidence: 0.943128792857143
00:09:51.090 --> 00:09:52.290 So if you think about it,
NOTE Confidence: 0.943128792857143

00:09:52.290 --> 00:09:54.090 setting up virtual primary care,
NOTE Confidence: 0.943128792857143

00:09:54.090 --> 00:09:55.758 seeing someone that's net new to
NOTE Confidence: 0.943128792857143

00:09:55.758 --> 00:09:57.570 your system or even established,
NOTE Confidence: 0.943128792857143

00:09:57.570 --> 00:09:58.816 but then no one based on your
NOTE Confidence: 0.943128792857143

00:09:58.816 --> 00:09:59.867 zip code to say, hey,
NOTE Confidence: 0.943128792857143

00:09:59.867 --> 00:10:01.649 there's a clinic right near you.
NOTE Confidence: 0.943128792857143

00:10:01.650 --> 00:10:02.970 I'm going to order some labs.
NOTE Confidence: 0.943128792857143

00:10:02.970 --> 00:10:04.923 I'm going to have you go get them there.
NOTE Confidence: 0.943128792857143

00:10:04.930 --> 00:10:06.166 And once I get those results,
NOTE Confidence: 0.943128792857143

00:10:06.170 --> 00:10:07.316 I'm going to call you back
NOTE Confidence: 0.943128792857143

00:10:07.316 --> 00:10:08.080 just like you would
NOTE Confidence: 0.943048988888889

00:10:08.129 --> 00:10:09.129 if you're actually seeing
NOTE Confidence: 0.943048988888889

00:10:09.129 --> 00:10:10.129 someone in the office.
NOTE Confidence: 0.943048988888889

00:10:10.130 --> 00:10:11.894 So think of it as a blending of the
NOTE Confidence: 0.943048988888889

00:10:11.894 --> 00:10:13.806 two orals in this conceptual diagram.
NOTE Confidence: 0.943048988888889

00:10:13.810 --> 00:10:16.624 Next slide. And lastly,

NOTE Confidence: 0.943048988888889
00:10:16.624 --> 00:10:19.123 I want you also to think about
NOTE Confidence: 0.943048988888889
00:10:19.123 --> 00:10:21.548 is not just ambulatory care,
NOTE Confidence: 0.943048988888889
00:10:21.550 --> 00:10:23.350 think of it about digital
NOTE Confidence: 0.943048988888889
00:10:23.350 --> 00:10:25.150 transformation across all care venues,
NOTE Confidence: 0.943048988888889
00:10:25.150 --> 00:10:26.182 the entire continuum,
NOTE Confidence: 0.943048988888889
00:10:26.182 --> 00:10:28.590 it's not just about at home care.
NOTE Confidence: 0.943048988888889
00:10:28.590 --> 00:10:30.270 It's also thinking about how
NOTE Confidence: 0.943048988888889
00:10:30.270 --> 00:10:31.950 do we enhance acute care,
NOTE Confidence: 0.943048988888889
00:10:31.950 --> 00:10:33.950 post acute care that remote
NOTE Confidence: 0.943048988888889
00:10:33.950 --> 00:10:35.950 patient monitoring in between and
NOTE Confidence: 0.943048988888889
00:10:36.016 --> 00:10:38.263 and so that your whole system is
NOTE Confidence: 0.943048988888889
00:10:38.263 --> 00:10:40.409 cohesive in this digital strategy.
NOTE Confidence: 0.943048988888889
00:10:40.410 --> 00:10:41.904 What I've seen as a digital
NOTE Confidence: 0.943048988888889
00:10:41.904 --> 00:10:43.464 officer for the last four years
NOTE Confidence: 0.943048988888889
00:10:43.464 --> 00:10:45.242 is that most people think about 1
NOTE Confidence: 0.943048988888889

00:10:45.242 --> 00:10:47.007 area where they focus ambulatory,
NOTE Confidence: 0.943048988888889

00:10:47.010 --> 00:10:48.324 potentially primary care,
NOTE Confidence: 0.943048988888889

00:10:48.324 --> 00:10:49.638 maybe potentially Pediatrics
NOTE Confidence: 0.943048988888889

00:10:49.638 --> 00:10:51.796 within primary care and then
NOTE Confidence: 0.943048988888889

00:10:51.796 --> 00:10:53.526 within schools within that area.
NOTE Confidence: 0.943048988888889

00:10:53.530 --> 00:10:55.290 But then you haven't really
NOTE Confidence: 0.943048988888889

00:10:55.290 --> 00:10:56.922 changed that whole ecosystem.
NOTE Confidence: 0.943048988888889

00:10:56.922 --> 00:11:00.008 So what happens in that situation is a
NOTE Confidence: 0.943048988888889

00:11:00.008 --> 00:11:02.288 patient can go from a very easy access,
NOTE Confidence: 0.943048988888889

00:11:02.290 --> 00:11:04.786 easy to see a provider to then going
NOTE Confidence: 0.943048988888889

00:11:04.786 --> 00:11:06.377 into something that's archaic to
NOTE Confidence: 0.943048988888889

00:11:06.377 --> 00:11:08.995 them and and so you really need to
NOTE Confidence: 0.943048988888889

00:11:08.995 --> 00:11:10.807 transform your digital experience.
NOTE Confidence: 0.943048988888889

00:11:10.810 --> 00:11:12.190 With your traditional altogether,
NOTE Confidence: 0.943048988888889

00:11:12.190 --> 00:11:14.623 not just focusing on one side and
NOTE Confidence: 0.943048988888889

00:11:14.623 --> 00:11:16.459 there's so many different components to

NOTE Confidence: 0.943048988888889
00:11:16.459 --> 00:11:18.810 this and and as the questions come up,
NOTE Confidence: 0.943048988888889
00:11:18.810 --> 00:11:20.286 I'm happy to go into it.
NOTE Confidence: 0.943048988888889
00:11:20.290 --> 00:11:22.322 But think of it at this at the
NOTE Confidence: 0.943048988888889
00:11:22.322 --> 00:11:24.146 40,000 foot level is infusing
NOTE Confidence: 0.943048988888889
00:11:24.146 --> 00:11:25.810 digital into traditional care,
NOTE Confidence: 0.943048988888889
00:11:25.810 --> 00:11:26.091 health,
NOTE Confidence: 0.943048988888889
00:11:26.091 --> 00:11:26.372 health,
NOTE Confidence: 0.943048988888889
00:11:26.372 --> 00:11:28.058 delivery and and making it simple
NOTE Confidence: 0.943048988888889
00:11:28.058 --> 00:11:30.053 and it's just one way of delivering
NOTE Confidence: 0.943048988888889
00:11:30.053 --> 00:11:31.433 healthcare and that's what you
NOTE Confidence: 0.943048988888889
00:11:31.488 --> 00:11:33.088 do throughout your health system.
NOTE Confidence: 0.85782545
00:11:34.240 --> 00:11:35.160 So Nick, I, I, I,
NOTE Confidence: 0.85782545
00:11:35.160 --> 00:11:37.120 I resisted the urge to interrupt you,
NOTE Confidence: 0.85782545
00:11:37.120 --> 00:11:40.160 although I was going to anyway at this point.
NOTE Confidence: 0.85782545
00:11:40.160 --> 00:11:41.630 And I got a question because one we've
NOTE Confidence: 0.85782545

00:11:41.630 --> 00:11:43.848 talked a lot about you know, hybrid care.
NOTE Confidence: 0.85782545

00:11:43.848 --> 00:11:47.236 We've talked a bit today about you,
NOTE Confidence: 0.85782545

00:11:47.240 --> 00:11:49.376 you know how digital care and
NOTE Confidence: 0.85782545

00:11:49.376 --> 00:11:51.416 regular care should you, you know,
NOTE Confidence: 0.85782545

00:11:51.416 --> 00:11:52.956 not just replicate the visit
NOTE Confidence: 0.85782545

00:11:52.956 --> 00:11:54.795 that we do in person digitally.
NOTE Confidence: 0.85782545

00:11:54.795 --> 00:11:56.995 But what I what I haven't heard a
NOTE Confidence: 0.85782545

00:11:56.995 --> 00:11:59.021 lot of talk about is no care. Right.
NOTE Confidence: 0.85782545

00:11:59.021 --> 00:12:00.778 There's a whole bunch of perfectly healthy
NOTE Confidence: 0.85782545

00:12:00.778 --> 00:12:02.287 people out there that that don't need
NOTE Confidence: 0.85782545

00:12:02.287 --> 00:12:04.009 to go for a regular doctor's checkup.
NOTE Confidence: 0.85782545

00:12:04.010 --> 00:12:04.826 Or do they?
NOTE Confidence: 0.85782545

00:12:04.826 --> 00:12:06.186 You're an internist and there's
NOTE Confidence: 0.85782545

00:12:06.186 --> 00:12:07.847 a whole bunch of healthy people
NOTE Confidence: 0.85782545

00:12:07.847 --> 00:12:09.770 out there in their mid 30s that,
NOTE Confidence: 0.85782545

00:12:09.770 --> 00:12:10.170 you know,

NOTE Confidence: 0.85782545

00:12:10.170 --> 00:12:12.370 why do they even need to go to the doctor?

NOTE Confidence: 0.85782545

00:12:12.370 --> 00:12:13.558 They need digital care.

NOTE Confidence: 0.85782545

00:12:13.558 --> 00:12:15.043 They need in person care.

NOTE Confidence: 0.85782545

00:12:15.050 --> 00:12:18.083 Or are they just perfectly fine with no care?

NOTE Confidence: 0.942575923076923

00:12:18.540 --> 00:12:20.460 Right. Well, I think this is comes into

NOTE Confidence: 0.942575923076923

00:12:20.460 --> 00:12:22.308 the whole concept of Wellness, right.

NOTE Confidence: 0.942575923076923

00:12:22.308 --> 00:12:24.932 So I'm not really too concerned about my

NOTE Confidence: 0.942575923076923

00:12:24.932 --> 00:12:27.895 18 to 40 year old demographic to you know,

NOTE Confidence: 0.942575923076923

00:12:27.900 --> 00:12:29.352 most of them are healthy and

NOTE Confidence: 0.942575923076923

00:12:29.352 --> 00:12:30.320 hopefully doing right things.

NOTE Confidence: 0.942575923076923

00:12:30.320 --> 00:12:32.450 But there's still an opportunity to

NOTE Confidence: 0.942575923076923

00:12:32.450 --> 00:12:34.360 influence that population from smoking,

NOTE Confidence: 0.942575923076923

00:12:34.360 --> 00:12:35.764 exercising, eating, right, etcetera.

NOTE Confidence: 0.942575923076923

00:12:35.764 --> 00:12:37.519 So those things don't catch

NOTE Confidence: 0.942575923076923

00:12:37.519 --> 00:12:38.758 up to him later on.

NOTE Confidence: 0.942575923076923

00:12:38.760 --> 00:12:40.920 So that no care is more to me,
NOTE Confidence: 0.942575923076923

00:12:40.920 --> 00:12:43.230 asynchronous care where you have an
NOTE Confidence: 0.942575923076923

00:12:43.230 --> 00:12:45.998 automated chat bot who's pushing you along.
NOTE Confidence: 0.942575923076923

00:12:46.000 --> 00:12:47.806 You see a lot of this happening
NOTE Confidence: 0.942575923076923

00:12:47.806 --> 00:12:48.861 already in behavioral health
NOTE Confidence: 0.942575923076923

00:12:48.861 --> 00:12:50.478 where a lot of people are doing
NOTE Confidence: 0.942575923076923

00:12:50.480 --> 00:12:52.130 asynchronous cognitive behavioral
NOTE Confidence: 0.942575923076923

00:12:52.130 --> 00:12:54.880 therapy and and helping themselves.
NOTE Confidence: 0.942575923076923

00:12:54.880 --> 00:12:56.480 And such an important part
NOTE Confidence: 0.942575923076923

00:12:56.480 --> 00:12:57.760 of Wellness and burnout.
NOTE Confidence: 0.942575923076923

00:12:57.760 --> 00:12:58.969 So 100% agree.
NOTE Confidence: 0.942575923076923

00:12:58.969 --> 00:13:01.387 I think that care is something
NOTE Confidence: 0.942575923076923

00:13:01.387 --> 00:13:03.160 that everybody needs.
NOTE Confidence: 0.942575923076923

00:13:03.160 --> 00:13:05.190 The question is what the level is.
NOTE Confidence: 0.942575923076923

00:13:05.190 --> 00:13:06.387 And and and that to the point,
NOTE Confidence: 0.942575923076923

00:13:06.390 --> 00:13:07.715 if you're at Defcon one

NOTE Confidence: 0.942575923076923
00:13:07.715 --> 00:13:08.510 meaning you're healthy,
NOTE Confidence: 0.942575923076923
00:13:08.510 --> 00:13:09.401 everything is good,
NOTE Confidence: 0.942575923076923
00:13:09.401 --> 00:13:10.589 things are moving along,
NOTE Confidence: 0.942575923076923
00:13:10.590 --> 00:13:12.870 but you're what you you're also
NOTE Confidence: 0.942575923076923
00:13:12.870 --> 00:13:14.950 getting ready you know for future events,
NOTE Confidence: 0.942575923076923
00:13:14.950 --> 00:13:15.958 searches, Wellness exams.
NOTE Confidence: 0.942575923076923
00:13:15.958 --> 00:13:19.145 I also want to make sure that you stay
NOTE Confidence: 0.942575923076923
00:13:19.145 --> 00:13:21.065 healthy by exercising eating right,
NOTE Confidence: 0.942575923076923
00:13:21.070 --> 00:13:21.392 etcetera,
NOTE Confidence: 0.942575923076923
00:13:21.392 --> 00:13:23.324 which then helps your insurance and
NOTE Confidence: 0.942575923076923
00:13:23.324 --> 00:13:25.109 your premiums and your longevity.
NOTE Confidence: 0.942769343333334
00:13:26.470 --> 00:13:28.035 Good. Thanks. Any other questions
NOTE Confidence: 0.942769343333334
00:13:28.035 --> 00:13:30.110 for for Nick before we move on?
NOTE Confidence: 0.942769343333334
00:13:30.110 --> 00:13:31.955 We'll come back to group
NOTE Confidence: 0.942769343333334
00:13:31.955 --> 00:13:33.800 questions later at the end.
NOTE Confidence: 0.942769343333334

00:13:33.800 --> 00:13:35.240 All right, Adjun, take us away.
NOTE Confidence: 0.942769343333334

00:13:35.240 --> 00:13:36.878 Take us into the real world
NOTE Confidence: 0.942769343333334

00:13:36.878 --> 00:13:38.467 and how we determine what's
NOTE Confidence: 0.942769343333334

00:13:38.467 --> 00:13:40.199 appropriate and what's quality.
NOTE Confidence: 0.942769343333334

00:13:40.200 --> 00:13:41.840 Thanks, Jeff.
NOTE Confidence: 0.9214595775

00:13:41.840 --> 00:13:43.555 So I know everybody here has probably
NOTE Confidence: 0.9214595775

00:13:43.555 --> 00:13:45.400 seen this New Yorker piece around the
NOTE Confidence: 0.9214595775

00:13:45.400 --> 00:13:46.840 promise in Paris of virtual care.
NOTE Confidence: 0.9214595775

00:13:46.840 --> 00:13:48.422 There's a whole section on it that
NOTE Confidence: 0.9214595775

00:13:48.422 --> 00:13:50.612 I know is going to lead into the
NOTE Confidence: 0.9214595775

00:13:50.612 --> 00:13:52.072 next panel actually around parody.
NOTE Confidence: 0.9214595775

00:13:52.080 --> 00:13:54.132 And I will sort of say one thing that
NOTE Confidence: 0.9214595775

00:13:54.132 --> 00:13:56.479 I think is a little provocative here,
NOTE Confidence: 0.9214595775

00:13:56.480 --> 00:13:59.056 which is that the pursuit of parody
NOTE Confidence: 0.9214595775

00:13:59.056 --> 00:14:02.050 is often at the cost of innovation.
NOTE Confidence: 0.9214595775

00:14:02.050 --> 00:14:03.938 And what that means is that as there

NOTE Confidence: 0.9214595775

00:14:03.938 --> 00:14:05.966 is more and more effort made to say,

NOTE Confidence: 0.9214595775

00:14:05.970 --> 00:14:08.525 get payment parity for telehealth

NOTE Confidence: 0.9214595775

00:14:08.525 --> 00:14:10.569 or virtual care services,

NOTE Confidence: 0.9214595775

00:14:10.570 --> 00:14:12.790 you start essentially restricting the

NOTE Confidence: 0.9214595775

00:14:12.790 --> 00:14:16.249 care model to the rules of today's game.

NOTE Confidence: 0.9214595775

00:14:16.250 --> 00:14:17.930 And there's a lot of status quo,

NOTE Confidence: 0.9214595775

00:14:17.930 --> 00:14:18.970 there's a lot of rules,

NOTE Confidence: 0.9214595775

00:14:18.970 --> 00:14:20.944 there's a lot of things already

NOTE Confidence: 0.9214595775

00:14:20.944 --> 00:14:23.491 baked into how we bill and how we

NOTE Confidence: 0.9214595775

00:14:23.491 --> 00:14:25.781 pay for a variety of office based

NOTE Confidence: 0.9214595775

00:14:25.781 --> 00:14:27.717 in person healthcare services.

NOTE Confidence: 0.9214595775

00:14:27.720 --> 00:14:29.792 And what can end up happening is the

NOTE Confidence: 0.9214595775

00:14:29.792 --> 00:14:31.714 pursuit of that parity essentially takes

NOTE Confidence: 0.9214595775

00:14:31.714 --> 00:14:34.400 away what makes virtual care so innovative.

NOTE Confidence: 0.9214595775

00:14:34.400 --> 00:14:35.360 And so I asked this question,

NOTE Confidence: 0.9214595775

00:14:35.360 --> 00:14:35.840 It's like,
NOTE Confidence: 0.9214595775

00:14:35.840 --> 00:14:37.040 is telehealth parity the goal?
NOTE Confidence: 0.9214595775

00:14:37.040 --> 00:14:38.100 I could probably should have
NOTE Confidence: 0.9214595775

00:14:38.100 --> 00:14:39.757 made the side of it more specific
NOTE Confidence: 0.9214595775

00:14:39.757 --> 00:14:41.117 to say is telehealth quality.
NOTE Confidence: 0.9214595775

00:14:41.120 --> 00:14:42.124 The parity, the goal.
NOTE Confidence: 0.9214595775

00:14:42.124 --> 00:14:43.935 And the reason I say that is
NOTE Confidence: 0.9214595775

00:14:43.935 --> 00:14:44.919 we are embarking on,
NOTE Confidence: 0.9214595775

00:14:44.920 --> 00:14:45.352 you know,
NOTE Confidence: 0.9214595775

00:14:45.352 --> 00:14:46.432 what has started with the
NOTE Confidence: 0.9214595775

00:14:46.432 --> 00:14:47.080 Affordable Care Act.
NOTE Confidence: 0.9214595775

00:14:47.080 --> 00:14:49.366 In many ways we are now at another inflection
NOTE Confidence: 0.9214595775

00:14:49.366 --> 00:14:51.119 point of value based care delivery.
NOTE Confidence: 0.9214595775

00:14:51.120 --> 00:14:52.396 The consensus definition people
NOTE Confidence: 0.9214595775

00:14:52.396 --> 00:14:54.695 use for value based care is that
NOTE Confidence: 0.9214595775

00:14:54.695 --> 00:14:56.320 value equals quality over cost.

NOTE Confidence: 0.9214595775

00:14:56.320 --> 00:14:58.396 If you get cost parity by

NOTE Confidence: 0.9214595775

00:14:58.396 --> 00:14:59.434 getting payment parity,

NOTE Confidence: 0.9214595775

00:14:59.440 --> 00:15:01.400 then we're going to judge quality over

NOTE Confidence: 0.9214595775

00:15:01.400 --> 00:15:03.517 that same cost and we're going to

NOTE Confidence: 0.9214595775

00:15:03.517 --> 00:15:05.047 essentially create a value equation

NOTE Confidence: 0.9214595775

00:15:05.047 --> 00:15:06.887 for virtual care and telehealth.

NOTE Confidence: 0.9214595775

00:15:06.890 --> 00:15:08.408 It starts getting hindered by all

NOTE Confidence: 0.9214595775

00:15:08.408 --> 00:15:09.973 the problems that quality and value

NOTE Confidence: 0.9214595775

00:15:09.973 --> 00:15:11.485 measurements had for the past decade.

NOTE Confidence: 0.9214595775

00:15:11.490 --> 00:15:13.122 And so I think to be more disruptive

NOTE Confidence: 0.9214595775

00:15:13.122 --> 00:15:14.528 and to be truly innovative.

NOTE Confidence: 0.9214595775

00:15:14.530 --> 00:15:16.084 And for all the wonderful ideas I've

NOTE Confidence: 0.9214595775

00:15:16.084 --> 00:15:17.847 heard being part of this conference today,

NOTE Confidence: 0.9214595775

00:15:17.850 --> 00:15:19.002 it's really going to be thinking

NOTE Confidence: 0.9214595775

00:15:19.002 --> 00:15:20.408 about how you find a third way out.

NOTE Confidence: 0.9214595775

00:15:20.410 --> 00:15:23.326 How does telehealth really transform care?

NOTE Confidence: 0.9214595775

00:15:23.330 --> 00:15:25.142 How does virtual care create a

NOTE Confidence: 0.9214595775

00:15:25.142 --> 00:15:27.295 different kind of care delivery so that

NOTE Confidence: 0.9214595775

00:15:27.295 --> 00:15:29.367 it's not the same rules of quality?

NOTE Confidence: 0.9214595775

00:15:29.370 --> 00:15:31.010 Next slide.

NOTE Confidence: 0.9214595775

00:15:31.010 --> 00:15:32.538 And this is a point actually I should

NOTE Confidence: 0.9214595775

00:15:32.538 --> 00:15:33.927 say that Bob Branson brought up.

NOTE Confidence: 0.9214595775

00:15:33.930 --> 00:15:36.555 I can Click to the next animation.

NOTE Confidence: 0.9214595775

00:15:36.560 --> 00:15:39.120 So this is actually a graphic from Phillips.

NOTE Confidence: 0.9214595775

00:15:39.120 --> 00:15:40.212 I don't think they knew that they

NOTE Confidence: 0.9214595775

00:15:40.212 --> 00:15:41.320 were doing it when they made it.

NOTE Confidence: 0.9214595775

00:15:41.320 --> 00:15:43.300 But what I like about it is that the

NOTE Confidence: 0.9214595775

00:15:43.300 --> 00:15:45.145 bottom blue row in their graphic

NOTE Confidence: 0.9214595775

00:15:45.145 --> 00:15:46.397 there describes the traditional

NOTE Confidence: 0.9214595775

00:15:46.397 --> 00:15:48.056 way in which quality measurement

NOTE Confidence: 0.9214595775

00:15:48.056 --> 00:15:49.994 and quality is quality measures in

NOTE Confidence: 0.9214595775

00:15:50.000 --> 00:15:51.536 healthcare have historically been

NOTE Confidence: 0.9214595775

00:15:51.536 --> 00:15:53.840 created and that is by settings.

NOTE Confidence: 0.9214595775

00:15:53.840 --> 00:15:55.072 And what it instead tells us the

NOTE Confidence: 0.9214595775

00:15:55.072 --> 00:15:56.400 story where at least Phillips view,

NOTE Confidence: 0.9214595775

00:15:56.400 --> 00:15:59.040 and I think folks in part of this

NOTE Confidence: 0.9214595775

00:15:59.040 --> 00:16:00.798 world in this meeting today also

NOTE Confidence: 0.9214595775

00:16:00.798 --> 00:16:02.623 view is that telehealth is this

NOTE Confidence: 0.9214595775

00:16:02.623 --> 00:16:04.113 really transformative tool that can

NOTE Confidence: 0.9214595775

00:16:04.113 --> 00:16:06.009 go across all of these settings.

NOTE Confidence: 0.9214595775

00:16:06.010 --> 00:16:07.535 The problem is historically been

NOTE Confidence: 0.9214595775

00:16:07.535 --> 00:16:09.060 in quality measures that for

NOTE Confidence: 0.922027495238095

00:16:09.115 --> 00:16:10.435 example in CMS is as the

NOTE Confidence: 0.922027495238095

00:16:10.435 --> 00:16:11.770 largest pair in the country,

NOTE Confidence: 0.922027495238095

00:16:11.770 --> 00:16:13.650 largest developer of quality measures,

NOTE Confidence: 0.922027495238095

00:16:13.650 --> 00:16:15.882 largest pusher of both quality measures

NOTE Confidence: 0.922027495238095

00:16:15.882 --> 00:16:18.298 and value based care models has quality
NOTE Confidence: 0.922027495238095

00:16:18.298 --> 00:16:20.006 measures specific to each of these worlds.
NOTE Confidence: 0.922027495238095

00:16:20.010 --> 00:16:21.739 You can have, you know they have
NOTE Confidence: 0.922027495238095

00:16:21.739 --> 00:16:23.707 10 measures that make up the core
NOTE Confidence: 0.922027495238095

00:16:23.707 --> 00:16:25.167 set for skilled nursing facilities.
NOTE Confidence: 0.922027495238095

00:16:25.170 --> 00:16:26.619 Those have nothing to do with the
NOTE Confidence: 0.922027495238095

00:16:26.619 --> 00:16:28.154 separate set of measures that exist
NOTE Confidence: 0.922027495238095

00:16:28.154 --> 00:16:29.604 for longterm acute care facilities.
NOTE Confidence: 0.922027495238095

00:16:29.610 --> 00:16:31.497 Almost nothing to do with physician
NOTE Confidence: 0.922027495238095

00:16:31.497 --> 00:16:32.979 level measures that live in a
NOTE Confidence: 0.922027495238095

00:16:32.979 --> 00:16:34.480 lot of these new registries.
NOTE Confidence: 0.922027495238095

00:16:34.480 --> 00:16:36.398 And so the world of quality measurement
NOTE Confidence: 0.922027495238095

00:16:36.398 --> 00:16:38.239 as it currently exists has never
NOTE Confidence: 0.922027495238095

00:16:38.239 --> 00:16:39.854 achieved its goals of pushing
NOTE Confidence: 0.922027495238095

00:16:39.854 --> 00:16:41.255 broader healthcare quality forward
NOTE Confidence: 0.922027495238095

00:16:41.255 --> 00:16:42.995 or improving health and outcomes,

NOTE Confidence: 0.922027495238095
00:16:43.000 --> 00:16:44.883 because it's lived in all these separate
NOTE Confidence: 0.922027495238095
00:16:44.883 --> 00:16:46.699 little silos of quality measurement.
NOTE Confidence: 0.922027495238095
00:16:46.700 --> 00:16:48.293 And if telehealth were to do the same thing,
NOTE Confidence: 0.922027495238095
00:16:48.300 --> 00:16:49.616 telehealth and virtual care were to say,
NOTE Confidence: 0.922027495238095
00:16:49.620 --> 00:16:50.736 well, we should just, you know,
NOTE Confidence: 0.922027495238095
00:16:50.740 --> 00:16:53.179 add another box to the bottom of that line
NOTE Confidence: 0.922027495238095
00:16:53.179 --> 00:16:55.815 that says virtual care after specialist home,
NOTE Confidence: 0.922027495238095
00:16:55.820 --> 00:16:57.818 we need virtual care quality measures.
NOTE Confidence: 0.922027495238095
00:16:57.820 --> 00:16:59.680 I've seen that happen time and
NOTE Confidence: 0.922027495238095
00:16:59.680 --> 00:17:01.705 again with almost any new specialty
NOTE Confidence: 0.922027495238095
00:17:01.705 --> 00:17:03.495 that it comes into medicine,
NOTE Confidence: 0.922027495238095
00:17:03.500 --> 00:17:04.872 with almost any new sort of care
NOTE Confidence: 0.922027495238095
00:17:04.872 --> 00:17:06.060 model that comes into medicine.
NOTE Confidence: 0.922027495238095
00:17:06.060 --> 00:17:07.926 The first default is we need
NOTE Confidence: 0.922027495238095
00:17:07.926 --> 00:17:08.859 quality measure parity,
NOTE Confidence: 0.922027495238095

00:17:08.860 --> 00:17:10.617 we need some quality measures for us.
NOTE Confidence: 0.922027495238095

00:17:10.620 --> 00:17:12.456 Other people are developing quality measures,
NOTE Confidence: 0.922027495238095

00:17:12.460 --> 00:17:13.297 not by us.
NOTE Confidence: 0.922027495238095

00:17:13.297 --> 00:17:15.250 And what you end up with is
NOTE Confidence: 0.922027495238095

00:17:15.324 --> 00:17:16.938 this cottage industry.
NOTE Confidence: 0.922027495238095

00:17:16.940 --> 00:17:19.270 Of segmented quality measures that
NOTE Confidence: 0.922027495238095

00:17:19.270 --> 00:17:21.471 don't really allow the settings
NOTE Confidence: 0.922027495238095

00:17:21.471 --> 00:17:23.126 to work across themselves and
NOTE Confidence: 0.922027495238095

00:17:23.126 --> 00:17:24.940 for healthcare to move forward.
NOTE Confidence: 0.922027495238095

00:17:24.940 --> 00:17:25.579 So I can
NOTE Confidence: 0.950317

00:17:25.740 --> 00:17:26.790 interruption #1.
NOTE Confidence: 0.950317

00:17:26.790 --> 00:17:30.195 So this is very location specific, right?
NOTE Confidence: 0.950317

00:17:30.195 --> 00:17:31.980 And and do should we take care
NOTE Confidence: 0.950317

00:17:31.980 --> 00:17:33.397 of people differently if they're
NOTE Confidence: 0.950317

00:17:33.397 --> 00:17:35.371 on the third floor or the 5th
NOTE Confidence: 0.950317

00:17:35.434 --> 00:17:37.296 floor or is it really should it

NOTE Confidence: 0.950317

00:17:37.296 --> 00:17:38.798 be focused around whether they

NOTE Confidence: 0.950317

00:17:38.798 --> 00:17:40.892 have diabetes or heart failure or

NOTE Confidence: 0.950317

00:17:40.892 --> 00:17:42.738 maybe diabetes with heart failure.

NOTE Confidence: 0.9142741

00:17:43.490 --> 00:17:44.869 Yeah. So this comes up in the

NOTE Confidence: 0.9142741

00:17:44.869 --> 00:17:46.010 quality measure world all the time.

NOTE Confidence: 0.9142741

00:17:46.010 --> 00:17:47.490 We take heart failure patients.

NOTE Confidence: 0.9142741

00:17:47.490 --> 00:17:49.877 And if you qualify for an inpatient

NOTE Confidence: 0.9142741

00:17:49.877 --> 00:17:52.109 admission for your heart failure versus

NOTE Confidence: 0.9142741

00:17:52.109 --> 00:17:54.762 an observation stay versus an Ed visit,

NOTE Confidence: 0.9142741

00:17:54.770 --> 00:17:56.305 we essentially evaluate the quality

NOTE Confidence: 0.9142741

00:17:56.305 --> 00:17:58.638 and what a good outcome is wildly

NOTE Confidence: 0.9142741

00:17:58.638 --> 00:18:00.130 differently between those things,

NOTE Confidence: 0.9142741

00:18:00.130 --> 00:18:01.830 we segment between those things.

NOTE Confidence: 0.9142741

00:18:01.830 --> 00:18:02.990 But for the patient,

NOTE Confidence: 0.9142741

00:18:02.990 --> 00:18:04.150 that's all the same.

NOTE Confidence: 0.9142741

00:18:04.150 --> 00:18:04.674 Heart, right.
NOTE Confidence: 0.9142741

00:18:04.674 --> 00:18:07.225 And so I think that this is a place
NOTE Confidence: 0.9142741

00:18:07.225 --> 00:18:09.175 where telehealth actually has this
NOTE Confidence: 0.9142741

00:18:09.175 --> 00:18:11.796 opportunity where if we think of virtual
NOTE Confidence: 0.9142741

00:18:11.796 --> 00:18:13.788 care as a population based tool,
NOTE Confidence: 0.9142741

00:18:13.790 --> 00:18:15.897 if you think of measuring the quality
NOTE Confidence: 0.9142741

00:18:15.897 --> 00:18:17.838 of virtual care for a population of
NOTE Confidence: 0.9142741

00:18:17.838 --> 00:18:19.902 people with diabetes or with heart
NOTE Confidence: 0.9142741

00:18:19.902 --> 00:18:22.170 failure as opposed to how good was
NOTE Confidence: 0.9142741

00:18:22.170 --> 00:18:24.207 their telehealth care in the emergency
NOTE Confidence: 0.9142741

00:18:24.207 --> 00:18:26.027 department for heart failure,
NOTE Confidence: 0.9142741

00:18:26.030 --> 00:18:28.376 we actually advance this and make
NOTE Confidence: 0.9142741

00:18:28.376 --> 00:18:29.990 much bigger strides. Next slide.
NOTE Confidence: 0.931308292222222

00:18:32.290 --> 00:18:33.685 This comes from the AM A and you know,
NOTE Confidence: 0.931308292222222

00:18:33.690 --> 00:18:35.783 they started to do some early work
NOTE Confidence: 0.931308292222222

00:18:35.783 --> 00:18:37.309 on creating frameworks for thinking

NOTE Confidence: 0.931308292222222

00:18:37.309 --> 00:18:39.325 about how we measure value in digital

NOTE Confidence: 0.931308292222222

00:18:39.325 --> 00:18:40.927 care and value in telehealth.

NOTE Confidence: 0.931308292222222

00:18:40.930 --> 00:18:42.546 The things that I like from this graphic

NOTE Confidence: 0.931308292222222

00:18:42.546 --> 00:18:44.345 that I think are worth pointing out is

NOTE Confidence: 0.931308292222222

00:18:44.345 --> 00:18:46.127 that when they think about the domains

NOTE Confidence: 0.931308292222222

00:18:46.127 --> 00:18:47.738 of healthcare quality and this was,

NOTE Confidence: 0.931308292222222

00:18:47.738 --> 00:18:49.742 you know, an inside baseball conversation,

NOTE Confidence: 0.931308292222222

00:18:49.742 --> 00:18:51.980 largely people from the virtual Care

NOTE Confidence: 0.931308292222222

00:18:52.040 --> 00:18:54.260 World that were constructed the document.

NOTE Confidence: 0.931308292222222

00:18:54.260 --> 00:18:55.786 The domains they come up with are

NOTE Confidence: 0.931308292222222

00:18:55.786 --> 00:18:57.051 very similar to their original

NOTE Confidence: 0.931308292222222

00:18:57.051 --> 00:18:58.179 ILM domains of quality,

NOTE Confidence: 0.931308292222222

00:18:58.180 --> 00:18:59.734 very similar to the domains of quality

NOTE Confidence: 0.931308292222222

00:18:59.734 --> 00:19:01.179 using the CMS quality strategy,

NOTE Confidence: 0.931308292222222

00:19:01.180 --> 00:19:03.020 clinical outcomes, quality and safety,

NOTE Confidence: 0.931308292222222

00:19:03.020 --> 00:19:05.138 access to care, patient and family,
NOTE Confidence: 0.931308292222222

00:19:05.140 --> 00:19:05.932 caregiver experience,
NOTE Confidence: 0.931308292222222

00:19:05.932 --> 00:19:07.516 clinical expertise and then
NOTE Confidence: 0.931308292222222

00:19:07.516 --> 00:19:09.100 financial and operational impact.
NOTE Confidence: 0.931308292222222

00:19:09.100 --> 00:19:10.913 I personally think that one of the
NOTE Confidence: 0.931308292222222

00:19:10.913 --> 00:19:12.254 challenges that exist right now if
NOTE Confidence: 0.931308292222222

00:19:12.254 --> 00:19:13.840 you were to do a scan of telehealth
NOTE Confidence: 0.931308292222222

00:19:13.840 --> 00:19:15.535 or virtual care quality measures,
NOTE Confidence: 0.931308292222222

00:19:15.540 --> 00:19:17.064 is that because there's been sort
NOTE Confidence: 0.931308292222222

00:19:17.064 --> 00:19:19.070 of a growth of some simple measures
NOTE Confidence: 0.931308292222222

00:19:19.070 --> 00:19:20.942 or early measures that are specific
NOTE Confidence: 0.931308292222222

00:19:20.942 --> 00:19:22.579 to virtual care themselves.
NOTE Confidence: 0.931308292222222

00:19:22.580 --> 00:19:24.398 They've been heavily focused on patient
NOTE Confidence: 0.931308292222222

00:19:24.398 --> 00:19:25.990 and family and caregiver experience
NOTE Confidence: 0.931308292222222

00:19:25.990 --> 00:19:27.976 and some stuff on clinical experience.
NOTE Confidence: 0.931308292222222

00:19:27.980 --> 00:19:29.762 And that's not to say that we can't make

NOTE Confidence: 0.931308292222222

00:19:29.762 --> 00:19:31.552 a much better experience for patients

NOTE Confidence: 0.931308292222222

00:19:31.552 --> 00:19:33.380 when they engage with virtual care.

NOTE Confidence: 0.931308292222222

00:19:33.380 --> 00:19:35.249 And it's not to say that clinicians

NOTE Confidence: 0.931308292222222

00:19:35.249 --> 00:19:37.444 may have a much better experience

NOTE Confidence: 0.931308292222222

00:19:37.444 --> 00:19:39.194 providing virtual care, but I.

NOTE Confidence: 0.931308292222222

00:19:39.194 --> 00:19:40.643 I think with the mistake that gets

NOTE Confidence: 0.931308292222222

00:19:40.643 --> 00:19:42.471 made with done with that is that it

NOTE Confidence: 0.931308292222222

00:19:42.471 --> 00:19:44.015 doesn't achieve the point of quality

NOTE Confidence: 0.931308292222222

00:19:44.015 --> 00:19:45.659 and value based care and quality

NOTE Confidence: 0.931308292222222

00:19:45.659 --> 00:19:47.670 measurement which is to advance health

NOTE Confidence: 0.931308292222222

00:19:47.670 --> 00:19:49.719 outcomes improve well-being and to do

NOTE Confidence: 0.931308292222222

00:19:49.719 --> 00:19:51.504 that for the whole person not just

NOTE Confidence: 0.931308292222222

00:19:51.504 --> 00:19:53.579 sort of within the silo of a single

NOTE Confidence: 0.931308292222222

00:19:53.579 --> 00:19:56.035 touch point or a single episode of

NOTE Confidence: 0.931308292222222

00:19:56.035 --> 00:19:59.500 care that might occur next slide.

NOTE Confidence: 0.931308292222222

00:19:59.500 --> 00:20:01.654 This is a side that does not come
NOTE Confidence: 0.931308292222222

00:20:01.654 --> 00:20:03.598 from the virtual care model is at all
NOTE Confidence: 0.931308292222222

00:20:03.598 --> 00:20:05.398 but I think it's one that if you're.
NOTE Confidence: 0.931308292222222

00:20:05.400 --> 00:20:06.834 Part of where sort of Healthcare
NOTE Confidence: 0.931308292222222

00:20:06.834 --> 00:20:08.558 is going you need to be aware of.
NOTE Confidence: 0.931308292222222

00:20:08.560 --> 00:20:11.302 It actually comes out of CMS&HHS
NOTE Confidence: 0.931308292222222

00:20:11.302 --> 00:20:13.056 and it comes from sort of the
NOTE Confidence: 0.931308292222222

00:20:13.056 --> 00:20:13.920 post Affordable Care Act.
NOTE Confidence: 0.931308292222222

00:20:13.920 --> 00:20:16.608 Free COVID time is what I call that
NOTE Confidence: 0.931308292222222

00:20:16.608 --> 00:20:18.268 time period and what it describes
NOTE Confidence: 0.931308292222222

00:20:18.268 --> 00:20:20.452 is what the hope was for what value
NOTE Confidence: 0.931308292222222

00:20:20.452 --> 00:20:21.740 based care alternative payment
NOTE Confidence: 0.931308292222222

00:20:21.740 --> 00:20:23.680 models would do in healthcare.
NOTE Confidence: 0.931308292222222

00:20:23.680 --> 00:20:25.766 Category one is a world in which
NOTE Confidence: 0.931308292222222

00:20:25.766 --> 00:20:28.059 all payment is just fee for service.
NOTE Confidence: 0.931308292222222

00:20:28.060 --> 00:20:28.524 And sadly,

NOTE Confidence: 0.931308292222222
00:20:28.524 --> 00:20:29.684 while it would look great
NOTE Confidence: 0.931308292222222
00:20:29.684 --> 00:20:31.059 that in the future state,
NOTE Confidence: 0.931308292222222
00:20:31.060 --> 00:20:34.012 there's very little fee for service
NOTE Confidence: 0.931308292222222
00:20:34.012 --> 00:20:35.980 payment in most organizations.
NOTE Confidence: 0.931308292222222
00:20:35.980 --> 00:20:38.300 Even in most organizations that
NOTE Confidence: 0.931308292222222
00:20:38.300 --> 00:20:40.620 have robust virtual care programs,
NOTE Confidence: 0.931308292222222
00:20:40.620 --> 00:20:42.780 A/C O's developed a bunch of
NOTE Confidence: 0.931308292222222
00:20:42.780 --> 00:20:43.860 things deployed outwards.
NOTE Confidence: 0.931308292222222
00:20:43.860 --> 00:20:46.464 The highest numbers you'll see is maybe
NOTE Confidence: 0.931308292222222
00:20:46.464 --> 00:20:49.120 30 to 40% of their payments that have
NOTE Confidence: 0.931308292222222
00:20:49.120 --> 00:20:51.360 moved to category two and category 3.
NOTE Confidence: 0.931308292222222
00:20:51.360 --> 00:20:52.956 Where most of the world in
NOTE Confidence: 0.931308292222222
00:20:52.956 --> 00:20:53.754 healthcare today is,
NOTE Confidence: 0.931308292222222
00:20:53.760 --> 00:20:56.238 is for many things in category one,
NOTE Confidence: 0.931308292222222
00:20:56.240 --> 00:20:58.046 because we don't really know what quality
NOTE Confidence: 0.931308292222222

00:20:58.046 --> 00:20:59.997 and value means for a lot of specialties,

NOTE Confidence: 0.931308292222222

00:21:00.000 --> 00:21:01.152 a lot of procedures,

NOTE Confidence: 0.931308292222222

00:21:01.152 --> 00:21:02.880 a lot of different things we

NOTE Confidence: 0.938815971428571

00:21:02.943 --> 00:21:04.119 do in care settings.

NOTE Confidence: 0.938815971428571

00:21:04.120 --> 00:21:05.632 They're sort of category two is

NOTE Confidence: 0.938815971428571

00:21:05.632 --> 00:21:07.560 done as sort of an afterthought.

NOTE Confidence: 0.938815971428571

00:21:07.560 --> 00:21:09.352 What that means is you get paid

NOTE Confidence: 0.938815971428571

00:21:09.352 --> 00:21:10.774 fee for service, but you say,

NOTE Confidence: 0.938815971428571

00:21:10.774 --> 00:21:12.082 but if I meet some quality

NOTE Confidence: 0.938815971428571

00:21:12.082 --> 00:21:13.435 target at the end of the year,

NOTE Confidence: 0.938815971428571

00:21:13.440 --> 00:21:15.056 give me a little bit of a bonus

NOTE Confidence: 0.938815971428571

00:21:15.056 --> 00:21:17.072 or take a little bit of a penalty

NOTE Confidence: 0.938815971428571

00:21:17.072 --> 00:21:18.808 and that's largely where we live

NOTE Confidence: 0.938815971428571

00:21:18.808 --> 00:21:20.088 in American healthcare today.

NOTE Confidence: 0.938815971428571

00:21:20.090 --> 00:21:21.250 There are glimmers of hope.

NOTE Confidence: 0.938815971428571

00:21:21.250 --> 00:21:22.390 The glimmers of hope are largely

NOTE Confidence: 0.938815971428571
00:21:22.390 --> 00:21:23.769 people who are in category three.
NOTE Confidence: 0.938815971428571
00:21:23.770 --> 00:21:26.394 That's things like affordable,
NOTE Confidence: 0.938815971428571
00:21:26.394 --> 00:21:28.350 sorry ACO's things along those lines
NOTE Confidence: 0.938815971428571
00:21:28.350 --> 00:21:30.934 that a lot of the CMMI payment models
NOTE Confidence: 0.938815971428571
00:21:30.934 --> 00:21:33.930 that try to start moving towards capitation,
NOTE Confidence: 0.938815971428571
00:21:33.930 --> 00:21:36.135 they start moving towards delivery
NOTE Confidence: 0.938815971428571
00:21:36.135 --> 00:21:37.899 organizations taking financial risks
NOTE Confidence: 0.938815971428571
00:21:37.899 --> 00:21:40.320 over the population of payment and then
NOTE Confidence: 0.938815971428571
00:21:40.320 --> 00:21:42.649 very little lives of category 4 those.
NOTE Confidence: 0.938815971428571
00:21:42.650 --> 00:21:44.386 Largely category 4 today in my mind
NOTE Confidence: 0.938815971428571
00:21:44.386 --> 00:21:45.895 happens in those rare instances
NOTE Confidence: 0.938815971428571
00:21:45.895 --> 00:21:47.665 where you've got a vertically
NOTE Confidence: 0.938815971428571
00:21:47.665 --> 00:21:48.727 integrated healthcare system,
NOTE Confidence: 0.938815971428571
00:21:48.730 --> 00:21:50.404 a health plan and a delivery
NOTE Confidence: 0.938815971428571
00:21:50.404 --> 00:21:51.877 organization that live under the
NOTE Confidence: 0.938815971428571

00:21:51.877 --> 00:21:53.671 same umbrella and those are both
NOTE Confidence: 0.938815971428571

00:21:53.671 --> 00:21:55.486 geographically sparse as well as even
NOTE Confidence: 0.938815971428571

00:21:55.486 --> 00:21:56.926 within those places fairly sparse.
NOTE Confidence: 0.938815971428571

00:21:56.930 --> 00:21:58.570 And So what that means is where's telehealth,
NOTE Confidence: 0.938815971428571

00:21:58.570 --> 00:22:00.579 the telehealth payment going to fall within
NOTE Confidence: 0.938815971428571

00:22:00.579 --> 00:22:02.809 this if you fight for payment parity,
NOTE Confidence: 0.938815971428571

00:22:02.810 --> 00:22:04.938 that's like asking for I just want the
NOTE Confidence: 0.938815971428571

00:22:04.938 --> 00:22:06.648 same category one as something else.
NOTE Confidence: 0.938815971428571

00:22:06.650 --> 00:22:08.302 And I think that that's going to
NOTE Confidence: 0.938815971428571

00:22:08.302 --> 00:22:10.074 be short stripped to me where the
NOTE Confidence: 0.938815971428571

00:22:10.074 --> 00:22:11.334 opportunity for virtual care is.
NOTE Confidence: 0.938815971428571

00:22:11.340 --> 00:22:13.014 Because it can flip the cost
NOTE Confidence: 0.938815971428571

00:22:13.014 --> 00:22:14.740 part of the value equation.
NOTE Confidence: 0.938815971428571

00:22:14.740 --> 00:22:16.336 If we can deliver high quality care,
NOTE Confidence: 0.938815971428571

00:22:16.340 --> 00:22:17.220 better outcomes,
NOTE Confidence: 0.938815971428571

00:22:17.220 --> 00:22:19.420 better health at wildly different

NOTE Confidence: 0.938815971428571
00:22:19.420 --> 00:22:22.138 cost via the virtual care model,
NOTE Confidence: 0.938815971428571
00:22:22.140 --> 00:22:24.340 it is perfect as a tool to help
NOTE Confidence: 0.938815971428571
00:22:24.340 --> 00:22:25.497 organizations get from category
NOTE Confidence: 0.938815971428571
00:22:25.497 --> 00:22:27.415 2:00 to 3:00 and 3:00 to 4:00.
NOTE Confidence: 0.938815971428571
00:22:27.420 --> 00:22:29.268 And so that's where I see it being
NOTE Confidence: 0.938815971428571
00:22:29.268 --> 00:22:31.073 as a tool that advances payment
NOTE Confidence: 0.938815971428571
00:22:31.073 --> 00:22:33.427 reform as opposed to a tool that
NOTE Confidence: 0.938815971428571
00:22:33.427 --> 00:22:36.590 needs payment reform next side.
NOTE Confidence: 0.938815971428571
00:22:36.590 --> 00:22:37.382 These are sort of the last
NOTE Confidence: 0.938815971428571
00:22:37.382 --> 00:22:37.910 thing I'll close with,
NOTE Confidence: 0.938815971428571
00:22:37.910 --> 00:22:38.852 which is that these are some
NOTE Confidence: 0.938815971428571
00:22:38.852 --> 00:22:39.949 of the emerging areas that are
NOTE Confidence: 0.938815971428571
00:22:39.949 --> 00:22:40.825 happening in quality measurement.
NOTE Confidence: 0.938815971428571
00:22:40.830 --> 00:22:41.982 If you listen to what's coming
NOTE Confidence: 0.938815971428571
00:22:41.982 --> 00:22:43.483 out of CMS today about what they
NOTE Confidence: 0.938815971428571

00:22:43.483 --> 00:22:44.857 see in the quality measures that
NOTE Confidence: 0.938815971428571

00:22:44.857 --> 00:22:45.947 they're trying to invest in,
NOTE Confidence: 0.938815971428571

00:22:45.950 --> 00:22:47.595 develop in and where they're trying to
NOTE Confidence: 0.938815971428571

00:22:47.595 --> 00:22:49.148 push measures and where there's gaps.
NOTE Confidence: 0.938815971428571

00:22:49.150 --> 00:22:50.414 One is in HealthEquity.
NOTE Confidence: 0.938815971428571

00:22:50.414 --> 00:22:51.994 There was a wonderful discussion
NOTE Confidence: 0.938815971428571

00:22:51.994 --> 00:22:53.946 earlier today around the digital divide.
NOTE Confidence: 0.938815971428571

00:22:53.950 --> 00:22:56.530 And I think understanding how measurement
NOTE Confidence: 0.938815971428571

00:22:56.530 --> 00:22:59.042 can ensure that virtual care closes
NOTE Confidence: 0.938815971428571

00:22:59.042 --> 00:23:01.583 gaps as opposed to increases gaps in
NOTE Confidence: 0.938815971428571

00:23:01.583 --> 00:23:03.740 access to care will be important.
NOTE Confidence: 0.938815971428571

00:23:03.740 --> 00:23:05.222 There's a lot of focus on
NOTE Confidence: 0.938815971428571

00:23:05.222 --> 00:23:06.210 provider focused measures around
NOTE Confidence: 0.938815971428571

00:23:06.254 --> 00:23:07.658 burnout and physician experience.
NOTE Confidence: 0.938815971428571

00:23:07.660 --> 00:23:09.340 These are not end all be all,
NOTE Confidence: 0.938815971428571

00:23:09.340 --> 00:23:11.284 but there's a place that is

NOTE Confidence: 0.938815971428571
00:23:11.284 --> 00:23:12.256 essentially a desert.
NOTE Confidence: 0.938815971428571
00:23:12.260 --> 00:23:13.352 We have no measurement in this
NOTE Confidence: 0.938815971428571
00:23:13.352 --> 00:23:15.172 space at all and we know that it's
NOTE Confidence: 0.938815971428571
00:23:15.172 --> 00:23:16.220 essentially the healthcare delivery.
NOTE Confidence: 0.938815971428571
00:23:16.220 --> 00:23:17.865 And then there's a lot of measures
NOTE Confidence: 0.938815971428571
00:23:17.865 --> 00:23:18.937 being developed around usability
NOTE Confidence: 0.938815971428571
00:23:18.937 --> 00:23:20.562 of electronic health records and
NOTE Confidence: 0.938815971428571
00:23:20.562 --> 00:23:21.537 digital health technologies.
NOTE Confidence: 0.938815971428571
00:23:21.540 --> 00:23:23.290 I think that will touch the virtual
NOTE Confidence: 0.938815971428571
00:23:23.290 --> 00:23:24.872 care space that'll largely live
NOTE Confidence: 0.938815971428571
00:23:24.872 --> 00:23:25.658 within organizations.
NOTE Confidence: 0.938815971428571
00:23:25.660 --> 00:23:27.536 It won't be in the pay for
NOTE Confidence: 0.938815971428571
00:23:27.536 --> 00:23:28.340 performance space and
NOTE Confidence: 0.935679327272727
00:23:28.402 --> 00:23:29.974 so. That's my hopefully quick
NOTE Confidence: 0.935679327272727
00:23:29.974 --> 00:23:31.729 whirlwind of what's going on.
NOTE Confidence: 0.93874409

00:23:32.250 --> 00:23:33.890 So I think now we know how the
NOTE Confidence: 0.93874409

00:23:33.890 --> 00:23:35.561 world is going forward and the
NOTE Confidence: 0.93874409

00:23:35.561 --> 00:23:37.361 payment models are going to change.
NOTE Confidence: 0.93874409

00:23:37.370 --> 00:23:39.326 Arjun just described that for you.
NOTE Confidence: 0.93874409

00:23:39.330 --> 00:23:41.192 And and so lulu's going to tell
NOTE Confidence: 0.93874409

00:23:41.192 --> 00:23:43.446 us how are we going to get there.
NOTE Confidence: 0.93874409

00:23:43.450 --> 00:23:45.487 So we know how to deliver care
NOTE Confidence: 0.93874409

00:23:45.487 --> 00:23:47.093 when those payment models change
NOTE Confidence: 0.93874409

00:23:47.093 --> 00:23:49.091 and we could do more population
NOTE Confidence: 0.93874409

00:23:49.091 --> 00:23:51.128 health and more value based care.
NOTE Confidence: 0.93874409

00:23:51.130 --> 00:23:52.450 So Lulu, take it away.
NOTE Confidence: 0.938816081428571

00:23:54.280 --> 00:23:57.132 All right, so that is the question, right?
NOTE Confidence: 0.938816081428571

00:23:57.132 --> 00:23:59.364 How do we train clinicians to
NOTE Confidence: 0.938816081428571

00:23:59.364 --> 00:24:00.840 provide quality telehealth care?
NOTE Confidence: 0.938816081428571

00:24:00.840 --> 00:24:02.248 And it it depends.
NOTE Confidence: 0.938816081428571

00:24:02.248 --> 00:24:04.360 It depends on a few things.

NOTE Confidence: 0.938816081428571

00:24:04.360 --> 00:24:06.560 First, you'll want to define

NOTE Confidence: 0.938816081428571

00:24:06.560 --> 00:24:08.153 your desired outcome, right?

NOTE Confidence: 0.938816081428571

00:24:08.153 --> 00:24:09.518 If your desired outcome from

NOTE Confidence: 0.938816081428571

00:24:09.518 --> 00:24:11.380 the training is to teach someone

NOTE Confidence: 0.938816081428571

00:24:11.380 --> 00:24:12.800 the mechanics of telehealth,

NOTE Confidence: 0.938816081428571

00:24:12.800 --> 00:24:15.200 so how do you do a video visit?

NOTE Confidence: 0.938816081428571

00:24:15.200 --> 00:24:17.078 That's a pretty defined skill set,

NOTE Confidence: 0.938816081428571

00:24:17.080 --> 00:24:18.934 and it doesn't take that long

NOTE Confidence: 0.938816081428571

00:24:18.934 --> 00:24:20.739 for someone to pick that up.

NOTE Confidence: 0.938816081428571

00:24:20.740 --> 00:24:23.050 The more elusive outcome is teaching

NOTE Confidence: 0.938816081428571

00:24:23.050 --> 00:24:25.529 the concept of how do I take

NOTE Confidence: 0.938816081428571

00:24:25.529 --> 00:24:28.081 telehealth and use it as a tool to

NOTE Confidence: 0.938816081428571

00:24:28.081 --> 00:24:30.416 improve my patient's care experience.

NOTE Confidence: 0.938816081428571

00:24:30.420 --> 00:24:31.800 So that's number one.

NOTE Confidence: 0.938816081428571

00:24:31.800 --> 00:24:33.870 And the second question before jumping

NOTE Confidence: 0.938816081428571

00:24:33.934 --> 00:24:36.174 in is how are we defining quality care,
NOTE Confidence: 0.938816081428571

00:24:36.180 --> 00:24:36.362 right.
NOTE Confidence: 0.938816081428571

00:24:36.362 --> 00:24:37.818 So Nick and Arjun just touched on this,
NOTE Confidence: 0.938816081428571

00:24:37.820 --> 00:24:39.911 but healthcare traditionally
NOTE Confidence: 0.938816081428571

00:24:39.911 --> 00:24:42.699 very episodic discrete episodes.
NOTE Confidence: 0.938816081428571

00:24:42.700 --> 00:24:43.900 And so as a result,
NOTE Confidence: 0.938816081428571

00:24:43.900 --> 00:24:46.360 some of our quality metrics risk
NOTE Confidence: 0.938816081428571

00:24:46.360 --> 00:24:48.800 anchoring on these individual encounters.
NOTE Confidence: 0.938816081428571

00:24:48.800 --> 00:24:50.140 So in virtual care,
NOTE Confidence: 0.938816081428571

00:24:50.140 --> 00:24:52.570 that would translate to did this visit
NOTE Confidence: 0.938816081428571

00:24:52.570 --> 00:24:55.048 result in the right diagnosis or how
NOTE Confidence: 0.938816081428571

00:24:55.048 --> 00:24:57.756 much revenue was generated from this visit?
NOTE Confidence: 0.938816081428571

00:24:57.760 --> 00:24:59.518 And those are the wrong questions.
NOTE Confidence: 0.938816081428571

00:24:59.520 --> 00:25:02.550 To really assess whether a telehealth
NOTE Confidence: 0.938816081428571

00:25:02.550 --> 00:25:05.440 encounter fulfills these domains of quality,
NOTE Confidence: 0.938816081428571

00:25:05.440 --> 00:25:07.843 we have to step back and see where does

NOTE Confidence: 0.938816081428571
00:25:07.843 --> 00:25:10.357 that encounter fit in the bigger picture?
NOTE Confidence: 0.938816081428571
00:25:10.360 --> 00:25:12.740 How does virtual care augment?
NOTE Confidence: 0.938816081428571
00:25:12.740 --> 00:25:14.408 Those traditional episodes of care and
NOTE Confidence: 0.938816081428571
00:25:14.408 --> 00:25:16.179 then bridge the gaps between them.
NOTE Confidence: 0.938816081428571
00:25:16.180 --> 00:25:17.752 So once we have answers to
NOTE Confidence: 0.938816081428571
00:25:17.752 --> 00:25:18.538 these two questions,
NOTE Confidence: 0.938816081428571
00:25:18.540 --> 00:25:20.584 then we can work backwards and determine
NOTE Confidence: 0.938816081428571
00:25:20.584 --> 00:25:22.820 the right way to train our clinicians.
NOTE Confidence: 0.938816081428571
00:25:22.820 --> 00:25:23.260 Next slide.
NOTE Confidence: 0.944827872727273
00:25:26.100 --> 00:25:27.960 All right. So here we've defined
NOTE Confidence: 0.944827872727273
00:25:27.960 --> 00:25:29.740 the outcomes in the metrics.
NOTE Confidence: 0.944827872727273
00:25:29.740 --> 00:25:31.672 Now we can parse out what's the
NOTE Confidence: 0.944827872727273
00:25:31.672 --> 00:25:33.189 clinician's role and then we'll
NOTE Confidence: 0.944827872727273
00:25:33.189 --> 00:25:35.097 break that down into teachable steps.
NOTE Confidence: 0.944827872727273
00:25:35.100 --> 00:25:36.180 So for the remainder here,
NOTE Confidence: 0.944827872727273

00:25:36.180 --> 00:25:38.616 I'll use video visits as an example.
NOTE Confidence: 0.944827872727273

00:25:38.620 --> 00:25:40.294 I think we're all pretty familiar
NOTE Confidence: 0.944827872727273

00:25:40.294 --> 00:25:42.040 with that concept in telehealth.
NOTE Confidence: 0.944827872727273

00:25:42.040 --> 00:25:45.528 So next, first you'll want to assess the
NOTE Confidence: 0.944827872727273

00:25:45.528 --> 00:25:48.200 clinician's baseline fluency with telehealth.
NOTE Confidence: 0.944827872727273

00:25:48.200 --> 00:25:49.902 In the last few years, everyone's gotten
NOTE Confidence: 0.944827872727273

00:25:49.902 --> 00:25:51.799 a bit of a sprinkling of telehealth.
NOTE Confidence: 0.944827872727273

00:25:51.800 --> 00:25:54.100 But we shouldn't assume that
NOTE Confidence: 0.944827872727273

00:25:54.100 --> 00:25:55.925 exposure equals confidence, right?
NOTE Confidence: 0.944827872727273

00:25:55.925 --> 00:25:58.150 So assessing the baseline includes
NOTE Confidence: 0.944827872727273

00:25:58.150 --> 00:25:59.930 things like general proficiency
NOTE Confidence: 0.944827872727273

00:25:59.992 --> 00:26:01.757 with the computer and webcam,
NOTE Confidence: 0.944827872727273

00:26:01.760 --> 00:26:04.520 familiarity with the video platform,
NOTE Confidence: 0.944827872727273

00:26:04.520 --> 00:26:06.340 knowing what note type to choose for
NOTE Confidence: 0.944827872727273

00:26:06.340 --> 00:26:08.451 telehealth, encounter, etcetera, right?
NOTE Confidence: 0.944827872727273

00:26:08.451 --> 00:26:11.536 So establish the basics next.

NOTE Confidence: 0.944827872727273
00:26:11.540 --> 00:26:12.915 You'll want your clinician to
NOTE Confidence: 0.944827872727273
00:26:12.915 --> 00:26:14.015 check the technical boxes,
NOTE Confidence: 0.944827872727273
00:26:14.020 --> 00:26:15.772 so these are it almost seems
NOTE Confidence: 0.944827872727273
00:26:15.772 --> 00:26:17.380 too simple to even state,
NOTE Confidence: 0.944827872727273
00:26:17.380 --> 00:26:19.504 but these are such quick and
NOTE Confidence: 0.944827872727273
00:26:19.504 --> 00:26:21.518 easily modifiable ways to deliver
NOTE Confidence: 0.944827872727273
00:26:21.518 --> 00:26:23.618 a quality telehealth experience,
NOTE Confidence: 0.944827872727273
00:26:23.620 --> 00:26:25.685 and so that's ensuring adequate
NOTE Confidence: 0.944827872727273
00:26:25.685 --> 00:26:28.114 setup of lighting and broadband and
NOTE Confidence: 0.944827872727273
00:26:28.114 --> 00:26:31.820 a quiet space to work from. Next.
NOTE Confidence: 0.944827872727273
00:26:31.820 --> 00:26:34.136 All right, so when training clinicians.
NOTE Confidence: 0.944827872727273
00:26:34.140 --> 00:26:36.408 You want to provide regular feedback
NOTE Confidence: 0.944827872727273
00:26:36.408 --> 00:26:38.740 to allow for course correction.
NOTE Confidence: 0.944827872727273
00:26:38.740 --> 00:26:39.880 And especially important,
NOTE Confidence: 0.944827872727273
00:26:39.880 --> 00:26:41.020 as Judd mentioned,
NOTE Confidence: 0.944827872727273

00:26:41.020 --> 00:26:43.141 when we're all for the most part
NOTE Confidence: 0.944827872727273

00:26:43.141 --> 00:26:44.978 learning this at the same time,
NOTE Confidence: 0.944827872727273

00:26:44.980 --> 00:26:46.738 that course correction is really key.
NOTE Confidence: 0.944827872727273

00:26:46.740 --> 00:26:48.210 So when I'm working in the
NOTE Confidence: 0.944827872727273

00:26:48.210 --> 00:26:48.700 emergency department,
NOTE Confidence: 0.944827872727273

00:26:48.700 --> 00:26:50.028 I'm working alongside colleagues.
NOTE Confidence: 0.944827872727273

00:26:50.028 --> 00:26:52.020 We run cases by each other.
NOTE Confidence: 0.944827872727273

00:26:52.020 --> 00:26:54.396 It's a very collegial way to
NOTE Confidence: 0.944827872727273

00:26:54.396 --> 00:26:55.980 benchmark my practice patents.
NOTE Confidence: 0.944827872727273

00:26:55.980 --> 00:26:57.534 And it's a lot harder to achieve
NOTE Confidence: 0.944827872727273

00:26:57.534 --> 00:26:58.740 that with virtual encounters,
NOTE Confidence: 0.944827872727273

00:26:58.740 --> 00:27:00.128 but arguably more important,
NOTE Confidence: 0.944827872727273

00:27:00.128 --> 00:27:03.419 because when it comes to a lot of telehealth,
NOTE Confidence: 0.944827872727273

00:27:03.420 --> 00:27:04.920 there isn't really a standard
NOTE Confidence: 0.944827872727273

00:27:04.920 --> 00:27:06.420 of care out there yet.
NOTE Confidence: 0.944827872727273

00:27:06.420 --> 00:27:08.956 So I do want to know under which

NOTE Confidence: 0.944827872727273
00:27:08.956 --> 00:27:11.019 circumstances my colleagues are sending a
NOTE Confidence: 0.944827872727273
00:27:11.019 --> 00:27:13.520 patient in for in in person evaluation,
NOTE Confidence: 0.944827872727273
00:27:13.520 --> 00:27:16.180 if they see a patient with cough,
NOTE Confidence: 0.944827872727273
00:27:16.180 --> 00:27:17.464 how many of them are getting
NOTE Confidence: 0.944827872727273
00:27:17.464 --> 00:27:19.219 sent in for an outpatient X-ray.
NOTE Confidence: 0.944827872727273
00:27:19.220 --> 00:27:22.376 And this transparency of comparison is
NOTE Confidence: 0.944827872727273
00:27:22.376 --> 00:27:25.988 how we how we develop best practices.
NOTE Confidence: 0.944827872727273
00:27:25.990 --> 00:27:29.900 Next you want to establish super
NOTE Confidence: 0.944827872727273
00:27:29.900 --> 00:27:32.538 users within the service lines and
NOTE Confidence: 0.944827872727273
00:27:32.538 --> 00:27:34.666 encourage peer-to-peer teaching so
NOTE Confidence: 0.944827872727273
00:27:34.670 --> 00:27:36.390 those relationships already exist
NOTE Confidence: 0.944827872727273
00:27:36.390 --> 00:27:38.110 out there within departments,
NOTE Confidence: 0.944827872727273
00:27:38.110 --> 00:27:39.628 within groups that have worked together.
NOTE Confidence: 0.944827872727273
00:27:39.630 --> 00:27:42.264 So use that network to your
NOTE Confidence: 0.944827872727273
00:27:42.264 --> 00:27:44.788 advantage and encourage both more
NOTE Confidence: 0.944827872727273

00:27:44.788 --> 00:27:47.410 personalized teaching and as a result
NOTE Confidence: 0.944827872727273

00:27:47.410 --> 00:27:48.670 better learning and retention.
NOTE Confidence: 0.944827872727273

00:27:48.670 --> 00:27:50.860 So in fact one node.
NOTE Confidence: 0.944827872727273

00:27:50.860 --> 00:27:52.740 Tell them to go on and infect a
NOTE Confidence: 0.944827872727273

00:27:52.740 --> 00:27:54.738 dozen more and that'll be way more
NOTE Confidence: 0.944827872727273

00:27:54.738 --> 00:27:56.015 effective than any one-size-fits-all
NOTE Confidence: 0.944827872727273

00:27:56.015 --> 00:27:58.780 teaching that you can try to apply.
NOTE Confidence: 0.944827872727273

00:27:58.780 --> 00:28:01.220 Next,
NOTE Confidence: 0.944827872727273

00:28:01.220 --> 00:28:03.789 you want to encourage your clinicians to
NOTE Confidence: 0.944827872727273

00:28:03.789 --> 00:28:06.658 lean into the advantages of telehealth.
NOTE Confidence: 0.944827872727273

00:28:06.660 --> 00:28:08.580 As mentioned several Times Now,
NOTE Confidence: 0.944827872727273

00:28:08.580 --> 00:28:10.548 we're not trying to take in person care
NOTE Confidence: 0.944827872727273

00:28:10.548 --> 00:28:12.045 and replicate it virtually, right?
NOTE Confidence: 0.944827872727273

00:28:12.045 --> 00:28:14.460 We're using a little bit of technology,
NOTE Confidence: 0.944827872727273

00:28:14.460 --> 00:28:16.740 but we're trying to really improve
NOTE Confidence: 0.944827872727273

00:28:16.740 --> 00:28:18.260 the traffic light coordination

NOTE Confidence: 0.944827872727273
00:28:18.321 --> 00:28:19.896 dance that is patient care.
NOTE Confidence: 0.944827872727273
00:28:19.900 --> 00:28:20.842 As Arjun mentioned,
NOTE Confidence: 0.944827872727273
00:28:20.842 --> 00:28:22.726 telehealth has an innate advantage when
NOTE Confidence: 0.944827872727273
00:28:22.726 --> 00:28:24.656 it comes to a few quality metrics.
NOTE Confidence: 0.944827872727273
00:28:24.660 --> 00:28:26.956 And so these are the metrics we should
NOTE Confidence: 0.944827872727273
00:28:26.956 --> 00:28:28.859 be delivering on as much as possible,
NOTE Confidence: 0.9603804
00:28:28.860 --> 00:28:30.620 right? These are timeliness,
NOTE Confidence: 0.9603804
00:28:30.620 --> 00:28:31.500 patient comfort,
NOTE Confidence: 0.9603804
00:28:31.500 --> 00:28:34.620 lowering barriers to access.
NOTE Confidence: 0.9603804
00:28:34.620 --> 00:28:35.932 Telehealth has some advantages.
NOTE Confidence: 0.9603804
00:28:35.932 --> 00:28:37.572 These are some of them.
NOTE Confidence: 0.9603804
00:28:37.580 --> 00:28:39.776 We should really lean into that.
NOTE Confidence: 0.9603804
00:28:39.780 --> 00:28:41.508 The flip side of this is.
NOTE Confidence: 0.9603804
00:28:41.510 --> 00:28:43.830 You got to be honest about your limitations.
NOTE Confidence: 0.9603804
00:28:43.830 --> 00:28:45.538 So to borrow an example from one
NOTE Confidence: 0.9603804

00:28:45.538 --> 00:28:46.918 of my mentors, Ethan Booker,
NOTE Confidence: 0.9603804

00:28:46.918 --> 00:28:49.186 if you imagine you have a patient
NOTE Confidence: 0.9603804

00:28:49.186 --> 00:28:51.302 who calls in to on demand your
NOTE Confidence: 0.9603804

00:28:51.302 --> 00:28:52.870 on demand platform overnight.
NOTE Confidence: 0.9603804

00:28:52.870 --> 00:28:54.748 They've got chest pain. But yeah,
NOTE Confidence: 0.9603804

00:28:54.750 --> 00:28:56.226 he's pretty sure it's just heartburn.
NOTE Confidence: 0.9603804

00:28:56.230 --> 00:28:57.790 He really doesn't want to wait
NOTE Confidence: 0.9603804

00:28:57.790 --> 00:28:59.429 in the Ed for 12 hours.
NOTE Confidence: 0.9603804

00:28:59.430 --> 00:29:01.370 If you ultimately prefer this
NOTE Confidence: 0.9603804

00:29:01.370 --> 00:29:03.310 patient into in person care,
NOTE Confidence: 0.9603804

00:29:03.310 --> 00:29:05.830 is that a failure of telehealth?
NOTE Confidence: 0.9603804

00:29:05.830 --> 00:29:07.310 I'd argue no, right?
NOTE Confidence: 0.9603804

00:29:07.310 --> 00:29:09.530 It's an appropriate use of telehealth.
NOTE Confidence: 0.9603804

00:29:09.530 --> 00:29:11.420 As a stepping stone in this
NOTE Confidence: 0.9603804

00:29:11.420 --> 00:29:12.365 patient's care pathway,
NOTE Confidence: 0.9603804

00:29:12.370 --> 00:29:14.200 which is exactly how it should

NOTE Confidence: 0.9603804

00:29:14.200 --> 00:29:15.810 be intended to be used.

NOTE Confidence: 0.9603804

00:29:15.810 --> 00:29:17.770 All right, And then next last one.

NOTE Confidence: 0.9603804

00:29:17.770 --> 00:29:19.198 Here you want to emphasize the

NOTE Confidence: 0.9603804

00:29:19.198 --> 00:29:20.650 value of hands on practice.

NOTE Confidence: 0.9603804

00:29:20.650 --> 00:29:23.410 So virtual care is like any other skill.

NOTE Confidence: 0.9603804

00:29:23.410 --> 00:29:25.804 You get better at it with practice.

NOTE Confidence: 0.9603804

00:29:25.810 --> 00:29:28.396 You can do this with simulations

NOTE Confidence: 0.9603804

00:29:28.396 --> 00:29:29.689 or standardized patients.

NOTE Confidence: 0.9603804

00:29:29.690 --> 00:29:31.380 Some some aspects that are

NOTE Confidence: 0.9603804

00:29:31.380 --> 00:29:33.070 specific to virtual care you

NOTE Confidence: 0.9603804

00:29:33.138 --> 00:29:35.170 want to practice troubleshooting,

NOTE Confidence: 0.9603804

00:29:35.170 --> 00:29:37.680 audio and video connectivity issues.

NOTE Confidence: 0.9603804

00:29:37.680 --> 00:29:39.636 Anticipating that a number of your

NOTE Confidence: 0.9603804

00:29:39.636 --> 00:29:41.878 patients are going to run into those?

NOTE Confidence: 0.9603804

00:29:41.880 --> 00:29:43.220 Be creative with the tools

NOTE Confidence: 0.9603804

00:29:43.220 --> 00:29:45.120 that you have at your disposal.
NOTE Confidence: 0.9603804

00:29:45.120 --> 00:29:46.824 Ask your patient to pull out
NOTE Confidence: 0.9603804

00:29:46.824 --> 00:29:47.960 their home pull socks,
NOTE Confidence: 0.9603804

00:29:47.960 --> 00:29:50.000 or if you're using Zoom as your platform,
NOTE Confidence: 0.9603804

00:29:50.000 --> 00:29:53.144 you can screen share to explain
NOTE Confidence: 0.9603804

00:29:53.144 --> 00:29:54.716 particularly complicated concepts.
NOTE Confidence: 0.9603804

00:29:54.720 --> 00:29:55.928 Understand that there are
NOTE Confidence: 0.9603804

00:29:55.928 --> 00:29:56.834 some benefits there.
NOTE Confidence: 0.9603804

00:29:56.840 --> 00:29:59.865 And then most importantly with
NOTE Confidence: 0.9603804

00:29:59.865 --> 00:30:02.655 experience also knows also comes knowing
NOTE Confidence: 0.9603804

00:30:02.655 --> 00:30:04.280 when telehealth isn't the answer,
NOTE Confidence: 0.9603804

00:30:04.280 --> 00:30:04.664 right?
NOTE Confidence: 0.9603804

00:30:04.664 --> 00:30:06.968 So when we're training a surgeon
NOTE Confidence: 0.9603804

00:30:06.968 --> 00:30:08.520 to provide quality care,
NOTE Confidence: 0.9603804

00:30:08.520 --> 00:30:10.696 the best lesson is to know when not
NOTE Confidence: 0.9603804

00:30:10.696 --> 00:30:13.517 to cut and similarly goes for telehealth.

NOTE Confidence: 0.9603804

00:30:13.520 --> 00:30:15.376 So the bottom line to all of this

NOTE Confidence: 0.9603804

00:30:15.376 --> 00:30:17.895 is that we can't really think of

NOTE Confidence: 0.9603804

00:30:17.895 --> 00:30:19.539 delivering or teaching quality

NOTE Confidence: 0.9603804

00:30:19.539 --> 00:30:22.127 telehealth as a technical skill to be taught.

NOTE Confidence: 0.9603804

00:30:22.130 --> 00:30:23.446 There are technical components,

NOTE Confidence: 0.9603804

00:30:23.446 --> 00:30:26.309 but really we need to be thinking about

NOTE Confidence: 0.9603804

00:30:26.309 --> 00:30:28.369 it as restructuring our framework,

NOTE Confidence: 0.9603804

00:30:28.370 --> 00:30:31.410 our mental framework of how we deliver care.

NOTE Confidence: 0.9603804

00:30:31.410 --> 00:30:31.694 All right.

NOTE Confidence: 0.9603804

00:30:31.694 --> 00:30:32.810 That's all I got back to you, John.

NOTE Confidence: 0.942266198

00:30:33.530 --> 00:30:35.090 All right. So thank, thanks.

NOTE Confidence: 0.942266198

00:30:35.090 --> 00:30:37.890 So I really have a question for everybody.

NOTE Confidence: 0.942266198

00:30:37.890 --> 00:30:40.490 It to me, it seems kind kind of

NOTE Confidence: 0.942266198

00:30:40.490 --> 00:30:43.388 obvious that if you got to invent a

NOTE Confidence: 0.942266198

00:30:43.388 --> 00:30:45.650 healthcare system from the beginning,

NOTE Confidence: 0.942266198

00:30:45.650 --> 00:30:48.810 would you build what we have right now?
NOTE Confidence: 0.942266198

00:30:48.810 --> 00:30:49.581 And I would.
NOTE Confidence: 0.942266198

00:30:49.581 --> 00:30:51.380 Bet that there's not a single human
NOTE Confidence: 0.942266198

00:30:51.442 --> 00:30:53.428 being in healthcare who would answer,
NOTE Confidence: 0.942266198

00:30:53.430 --> 00:30:55.046 they would do that.
NOTE Confidence: 0.942266198

00:30:55.046 --> 00:30:58.710 So I I think summarizing what we heard here,
NOTE Confidence: 0.942266198

00:30:58.710 --> 00:31:00.254 telemedicine is 1 component
NOTE Confidence: 0.942266198

00:31:00.254 --> 00:31:02.184 of a care delivery system.
NOTE Confidence: 0.942266198

00:31:02.190 --> 00:31:05.358 And too many of us even today have talked
NOTE Confidence: 0.942266198

00:31:05.358 --> 00:31:08.107 about telemedicine like it's a thing.
NOTE Confidence: 0.942266198

00:31:08.110 --> 00:31:09.238 It's not a thing.
NOTE Confidence: 0.942266198

00:31:09.238 --> 00:31:10.930 It's like the cardiologist on the
NOTE Confidence: 0.942266198

00:31:10.994 --> 00:31:12.654 third floor isn't different than
NOTE Confidence: 0.942266198

00:31:12.654 --> 00:31:14.710 the cardiologist on the 5th floor.
NOTE Confidence: 0.942266198

00:31:14.710 --> 00:31:16.485 It's the ologist that's the
NOTE Confidence: 0.942266198

00:31:16.485 --> 00:31:17.550 thing that's important,

NOTE Confidence: 0.942266198

00:31:17.550 --> 00:31:20.028 not the modality that they get.

NOTE Confidence: 0.942266198

00:31:20.030 --> 00:31:21.870 There, we need to quit.

NOTE Confidence: 0.942266198

00:31:21.870 --> 00:31:23.627 And I think Arjun said this nicely,

NOTE Confidence: 0.942266198

00:31:23.630 --> 00:31:25.346 we need to quit segmenting things.

NOTE Confidence: 0.942266198

00:31:25.350 --> 00:31:26.592 I'm going to steal that word

NOTE Confidence: 0.942266198

00:31:26.592 --> 00:31:27.750 and use it more often.

NOTE Confidence: 0.942266198

00:31:27.750 --> 00:31:30.150 It's not telemedicine versus

NOTE Confidence: 0.942266198

00:31:30.150 --> 00:31:32.274 inpatient care in person care.

NOTE Confidence: 0.942266198

00:31:32.274 --> 00:31:34.430 We have to stop thinking that way.

NOTE Confidence: 0.942266198

00:31:34.430 --> 00:31:36.702 You saw a great slide that look like

NOTE Confidence: 0.942266198

00:31:36.702 --> 00:31:39.100 a Doppler effect that Nick showed you

NOTE Confidence: 0.942266198

00:31:39.100 --> 00:31:41.333 where we could provide better holistic

NOTE Confidence: 0.942266198

00:31:41.333 --> 00:31:44.147 care if we integrate these things together.

NOTE Confidence: 0.942266198

00:31:44.150 --> 00:31:45.870 And we need to do as Lulu said,

NOTE Confidence: 0.942266198

00:31:45.870 --> 00:31:48.426 what's best in any specific situation,

NOTE Confidence: 0.942266198

00:31:48.430 --> 00:31:49.758 finding someone on telemedicine.
NOTE Confidence: 0.942266198

00:31:49.758 --> 00:31:51.750 And sending them to the ER,
NOTE Confidence: 0.942266198

00:31:51.750 --> 00:31:54.110 it's not a fail, it's a good thing.
NOTE Confidence: 0.942266198

00:31:54.110 --> 00:31:55.406 We identified someone that
NOTE Confidence: 0.942266198

00:31:55.406 --> 00:31:57.350 needs to be in the ER.
NOTE Confidence: 0.942266198

00:31:57.350 --> 00:31:59.390 To me, the medicines, the medicine.
NOTE Confidence: 0.942266198

00:31:59.390 --> 00:32:00.790 So if you're looking at
NOTE Confidence: 0.942266198

00:32:00.790 --> 00:32:01.910 pay for performance yet,
NOTE Confidence: 0.942266198

00:32:01.910 --> 00:32:05.347 yet you know metrics or quality metrics,
NOTE Confidence: 0.942266198

00:32:05.350 --> 00:32:07.630 diabetic having not getting renal,
NOTE Confidence: 0.942266198

00:32:07.630 --> 00:32:09.750 failure, not having a stroke,
NOTE Confidence: 0.942266198

00:32:09.750 --> 00:32:12.348 that's an outcome we should desire.
NOTE Confidence: 0.942266198

00:32:12.350 --> 00:32:14.110 And again, condition specific,
NOTE Confidence: 0.942266198

00:32:14.110 --> 00:32:15.430 not location specific,
NOTE Confidence: 0.942266198

00:32:15.430 --> 00:32:17.070 but there are some tricks.
NOTE Confidence: 0.942266198

00:32:17.070 --> 00:32:19.590 You need to know how to work the toys.

NOTE Confidence: 0.942266198

00:32:19.590 --> 00:32:21.660 I I mean you needed to learn how to use

NOTE Confidence: 0.942266198

00:32:21.714 --> 00:32:23.905 a stethoscope and an otoscope and an

NOTE Confidence: 0.942266198

00:32:23.905 --> 00:32:25.590 ultrasound machine and other things.

NOTE Confidence: 0.942266198

00:32:25.590 --> 00:32:27.648 So this is just another one of

NOTE Confidence: 0.942266198

00:32:27.648 --> 00:32:30.141 the tools we can use to take care

NOTE Confidence: 0.942266198

00:32:30.141 --> 00:32:32.269 of patients And and then I do

NOTE Confidence: 0.942266198

00:32:32.269 --> 00:32:34.349 think we get lost way too much in

NOTE Confidence: 0.942266198

00:32:34.350 --> 00:32:36.800 comparing it to in person care and

NOTE Confidence: 0.942266198

00:32:36.800 --> 00:32:39.180 and that's been a recurrent theme.

NOTE Confidence: 0.942266198

00:32:39.180 --> 00:32:39.440 But,

NOTE Confidence: 0.942266198

00:32:39.440 --> 00:32:41.000 and we all think and there

NOTE Confidence: 0.942266198

00:32:41.000 --> 00:32:42.260 is a digital divide,

NOTE Confidence: 0.942266198

00:32:42.260 --> 00:32:43.780 I'm not taking that away,

NOTE Confidence: 0.942266198

00:32:43.780 --> 00:32:46.538 but there are multiple studies now that

NOTE Confidence: 0.942266198

00:32:46.538 --> 00:32:48.655 show telemedicine can actually improve

NOTE Confidence: 0.942266198

00:32:48.655 --> 00:32:50.820 access and reduce some inequities
NOTE Confidence: 0.942266198

00:32:50.820 --> 00:32:53.264 despite the fact some people may
NOTE Confidence: 0.942266198

00:32:53.264 --> 00:32:55.418 not have access to the technology.
NOTE Confidence: 0.942266198

00:32:55.420 --> 00:32:56.974 Because those people happen to be the
NOTE Confidence: 0.942266198

00:32:56.974 --> 00:32:59.084 same people that don't have a car or
NOTE Confidence: 0.942266198

00:32:59.084 --> 00:33:01.820 a ride or a way to get to the doctor.
NOTE Confidence: 0.942266198

00:33:01.820 --> 00:33:04.088 And so really we're going to end
NOTE Confidence: 0.942266198

00:33:04.088 --> 00:33:06.493 up with office visits and home
NOTE Confidence: 0.942266198

00:33:06.493 --> 00:33:08.305 care and digital technologies.
NOTE Confidence: 0.942266198

00:33:08.310 --> 00:33:08.750 Combining.
NOTE Confidence: 0.942266198

00:33:08.750 --> 00:33:12.104 So we get the best of both and
NOTE Confidence: 0.942266198

00:33:12.104 --> 00:33:13.748 I think that's all way forward.
NOTE Confidence: 0.942266198

00:33:13.750 --> 00:33:16.039 Where we are going to fail is
NOTE Confidence: 0.942266198

00:33:16.039 --> 00:33:18.506 if we keep comparing a new thing
NOTE Confidence: 0.942266198

00:33:18.506 --> 00:33:21.189 we do to an old thing we do.
NOTE Confidence: 0.942266198

00:33:21.190 --> 00:33:23.590 So I'll give you a really

NOTE Confidence: 0.942266198

00:33:23.590 --> 00:33:25.190 easy example if you

NOTE Confidence: 0.9383667125

00:33:25.288 --> 00:33:28.048 come in to get sutures removed.

NOTE Confidence: 0.9383667125

00:33:28.050 --> 00:33:29.950 Some nurse takes your temperature

NOTE Confidence: 0.9383667125

00:33:29.950 --> 00:33:31.850 and all your vital signs.

NOTE Confidence: 0.9383667125

00:33:31.850 --> 00:33:34.850 If you are perfectly healthy, that's a waste.

NOTE Confidence: 0.9383667125

00:33:34.850 --> 00:33:37.282 When I look, you don't need that.

NOTE Confidence: 0.9383667125

00:33:37.282 --> 00:33:39.130 That's just like an inefficient thing.

NOTE Confidence: 0.9383667125

00:33:39.130 --> 00:33:40.690 That nurse would be better using

NOTE Confidence: 0.9383667125

00:33:40.690 --> 00:33:42.849 their time to be with somewhere else.

NOTE Confidence: 0.9383667125

00:33:42.850 --> 00:33:45.260 So I think that as we learn how to do

NOTE Confidence: 0.9383667125

00:33:45.334 --> 00:33:47.800 things on telemedicine and we can't

NOTE Confidence: 0.9383667125

00:33:47.800 --> 00:33:50.170 listen to everybody's heart and lungs,

NOTE Confidence: 0.9383667125

00:33:50.170 --> 00:33:52.354 let's not try and go back and listen

NOTE Confidence: 0.9383667125

00:33:52.354 --> 00:33:53.809 to everybody's heart and lungs.

NOTE Confidence: 0.9383667125

00:33:53.810 --> 00:33:55.662 Let's try and learn.

NOTE Confidence: 0.9383667125

00:33:55.662 --> 00:33:58.030 In person, what can we cut out
NOTE Confidence: 0.9383667125

00:33:58.030 --> 00:33:59.847 of the visit because it's low
NOTE Confidence: 0.9383667125

00:33:59.847 --> 00:34:01.725 yield and not efficient and and
NOTE Confidence: 0.9383667125

00:34:01.725 --> 00:34:03.950 I think we'll do better that way.
NOTE Confidence: 0.9383667125

00:34:03.950 --> 00:34:06.590 So that's kind of my summary of it.
NOTE Confidence: 0.9383667125

00:34:06.590 --> 00:34:07.211 But you know,
NOTE Confidence: 0.9383667125

00:34:07.211 --> 00:34:09.255 I'd I'd love for other people to give their
NOTE Confidence: 0.9383667125

00:34:09.255 --> 00:34:10.905 thoughts and throw out some questions.
NOTE Confidence: 0.9383667125

00:34:10.910 --> 00:34:12.710 We got really smart panelists
NOTE Confidence: 0.9383667125

00:34:12.710 --> 00:34:14.150 that I put together.
NOTE Confidence: 0.9383667125

00:34:14.150 --> 00:34:15.302 So pick their brains,
NOTE Confidence: 0.9383667125

00:34:15.302 --> 00:34:15.590 please.
NOTE Confidence: 0.886797914736842

00:34:24.490 --> 00:34:25.966 That was awesome. Judd.
NOTE Confidence: 0.886797914736842

00:34:25.966 --> 00:34:28.553 That was really a provocative I I
NOTE Confidence: 0.886797914736842

00:34:28.553 --> 00:34:30.993 guess let me just throw a question out.
NOTE Confidence: 0.886797914736842

00:34:31.000 --> 00:34:33.952 To Arjun, which is I think you alluded

NOTE Confidence: 0.886797914736842
00:34:33.952 --> 00:34:36.680 to the fact that you know most of
NOTE Confidence: 0.886797914736842
00:34:36.680 --> 00:34:39.304 our pay for quality is in is a sort
NOTE Confidence: 0.886797914736842
00:34:39.304 --> 00:34:41.290 of a back of the envelope reaction
NOTE Confidence: 0.886797914736842
00:34:41.290 --> 00:34:43.880 to a fee for service delivery model.
NOTE Confidence: 0.886797914736842
00:34:43.880 --> 00:34:46.880 And that it's beside process measures,
NOTE Confidence: 0.886797914736842
00:34:46.880 --> 00:34:50.132 it's actually really hard to construct
NOTE Confidence: 0.886797914736842
00:34:50.132 --> 00:34:51.758 meaningful quality equations.
NOTE Confidence: 0.886797914736842
00:34:51.760 --> 00:34:54.217 So if you were going to pick
NOTE Confidence: 0.886797914736842
00:34:54.217 --> 00:34:55.920 some areas or you were going to,
NOTE Confidence: 0.886797914736842
00:34:55.920 --> 00:34:59.140 you know you made you head of CMMI for a day.
NOTE Confidence: 0.886797914736842
00:34:59.140 --> 00:35:01.564 And you could actually launch some some
NOTE Confidence: 0.886797914736842
00:35:01.564 --> 00:35:03.879 demonstration pilots in specific areas.
NOTE Confidence: 0.886797914736842
00:35:03.880 --> 00:35:05.386 Are there some places that you'd
NOTE Confidence: 0.886797914736842
00:35:05.386 --> 00:35:07.455 start with where you think that that
NOTE Confidence: 0.886797914736842
00:35:07.455 --> 00:35:10.130 telehealth slash virtual hybrid care
NOTE Confidence: 0.886797914736842

00:35:10.130 --> 00:35:12.800 could really show substantial value?
NOTE Confidence: 0.886797914736842

00:35:12.800 --> 00:35:14.319 Like what, what, where would you start?
NOTE Confidence: 0.929837038461539

00:35:14.640 --> 00:35:15.894 Yeah, I mean, Full disclosure because
NOTE Confidence: 0.929837038461539

00:35:15.894 --> 00:35:17.280 I'm working on this one right now,
NOTE Confidence: 0.929837038461539

00:35:17.280 --> 00:35:19.836 but like one model people may be aware of
NOTE Confidence: 0.929837038461539

00:35:19.836 --> 00:35:23.032 is CMMI has a model called E T3 emergency
NOTE Confidence: 0.929837038461539

00:35:23.032 --> 00:35:25.160 triage transport and treatment model.
NOTE Confidence: 0.929837038461539

00:35:25.160 --> 00:35:27.680 And what this allows is you call 911,
NOTE Confidence: 0.929837038461539

00:35:27.680 --> 00:35:29.950 that's a current model everybody's
NOTE Confidence: 0.929837038461539

00:35:29.950 --> 00:35:33.120 used to ambulance comes to your house.
NOTE Confidence: 0.929837038461539

00:35:33.120 --> 00:35:34.680 If that ambulance service provider
NOTE Confidence: 0.929837038461539

00:35:34.680 --> 00:35:36.240 is participating in the model,
NOTE Confidence: 0.929837038461539

00:35:36.240 --> 00:35:38.478 they can now provide you with
NOTE Confidence: 0.929837038461539

00:35:38.478 --> 00:35:40.826 telemedicine services at home and avoid
NOTE Confidence: 0.929837038461539

00:35:40.826 --> 00:35:43.196 a transport to the emergency department.
NOTE Confidence: 0.929837038461539

00:35:43.200 --> 00:35:44.755 That's a really innovative way

NOTE Confidence: 0.929837038461539
00:35:44.755 --> 00:35:46.620 of thinking about using a little
NOTE Confidence: 0.929837038461539
00:35:46.620 --> 00:35:48.596 bit of what we have in in person,
NOTE Confidence: 0.929837038461539
00:35:48.600 --> 00:35:49.848 bricks and mortar care,
NOTE Confidence: 0.929837038461539
00:35:49.848 --> 00:35:51.408 combining it with virtual care
NOTE Confidence: 0.929837038461539
00:35:51.408 --> 00:35:53.200 to something that can really,
NOTE Confidence: 0.929837038461539
00:35:53.200 --> 00:35:54.600 really increase value because now
NOTE Confidence: 0.929837038461539
00:35:54.600 --> 00:35:56.703 I might be able to deliver the
NOTE Confidence: 0.929837038461539
00:35:56.703 --> 00:35:58.318 same quality outcome without the
NOTE Confidence: 0.929837038461539
00:35:58.318 --> 00:36:00.383 cost that cause attributed with a
NOTE Confidence: 0.929837038461539
00:36:00.383 --> 00:36:01.767 bricks and mortar hospital.
NOTE Confidence: 0.929837038461539
00:36:01.770 --> 00:36:03.266 The catch on this is interesting and this
NOTE Confidence: 0.929837038461539
00:36:03.266 --> 00:36:04.993 is where I sort of I I feel like I've broken
NOTE Confidence: 0.929837038461539
00:36:04.993 --> 00:36:06.449 the rules that I just put in the talk,
NOTE Confidence: 0.929837038461539
00:36:06.450 --> 00:36:07.158 which is that.
NOTE Confidence: 0.929837038461539
00:36:07.158 --> 00:36:08.338 The way CMS implements this
NOTE Confidence: 0.929837038461539

00:36:08.338 --> 00:36:09.810 though is that they're nervous,
NOTE Confidence: 0.929837038461539

00:36:09.810 --> 00:36:10.091 right?
NOTE Confidence: 0.929837038461539

00:36:10.091 --> 00:36:11.496 Everybody's nervous to sort of
NOTE Confidence: 0.929837038461539

00:36:11.496 --> 00:36:12.962 just upend the payment system
NOTE Confidence: 0.929837038461539

00:36:12.962 --> 00:36:14.407 overnight and so it's gradual.
NOTE Confidence: 0.929837038461539

00:36:14.410 --> 00:36:16.363 And so you basically get paid the
NOTE Confidence: 0.929837038461539

00:36:16.363 --> 00:36:18.060 same amount you would get paid
NOTE Confidence: 0.929837038461539

00:36:18.060 --> 00:36:19.929 to do the transport as you would
NOTE Confidence: 0.929837038461539

00:36:19.994 --> 00:36:21.890 get paid to not do the transport
NOTE Confidence: 0.929837038461539

00:36:21.890 --> 00:36:23.330 and do and use telemedicine.
NOTE Confidence: 0.929837038461539

00:36:23.330 --> 00:36:24.094 Where is this going?
NOTE Confidence: 0.929837038461539

00:36:24.094 --> 00:36:25.809 Where could this be in the future world?
NOTE Confidence: 0.929837038461539

00:36:25.810 --> 00:36:27.896 A future world was imagine if an
NOTE Confidence: 0.929837038461539

00:36:27.896 --> 00:36:29.364 ambulance service provider took a
NOTE Confidence: 0.929837038461539

00:36:29.364 --> 00:36:30.918 payment for a population and says.
NOTE Confidence: 0.929837038461539

00:36:30.920 --> 00:36:33.111 We will take care of all transport

NOTE Confidence: 0.929837038461539

00:36:33.111 --> 00:36:34.720 necessary in this geography.

NOTE Confidence: 0.929837038461539

00:36:34.720 --> 00:36:37.088 One tool that we have that allows us

NOTE Confidence: 0.929837038461539

00:36:37.088 --> 00:36:39.425 to maximize value in delivering those

NOTE Confidence: 0.929837038461539

00:36:39.425 --> 00:36:41.520 transport services is virtual care.

NOTE Confidence: 0.929837038461539

00:36:41.520 --> 00:36:43.115 And we've got telemedicine partners

NOTE Confidence: 0.929837038461539

00:36:43.115 --> 00:36:44.710 and now they're really thinking

NOTE Confidence: 0.929837038461539

00:36:44.766 --> 00:36:45.960 about regionalizing care.

NOTE Confidence: 0.929837038461539

00:36:45.960 --> 00:36:47.360 They're really thinking about which

NOTE Confidence: 0.929837038461539

00:36:47.360 --> 00:36:48.760 patients can get telemedicine care,

NOTE Confidence: 0.929837038461539

00:36:48.760 --> 00:36:51.112 which patients need on the ground

NOTE Confidence: 0.929837038461539

00:36:51.112 --> 00:36:52.680 movement between different places.

NOTE Confidence: 0.929837038461539

00:36:52.680 --> 00:36:54.160 And so that's a way how we that's

NOTE Confidence: 0.929837038461539

00:36:54.160 --> 00:36:55.876 how we sort of gradually get there.

NOTE Confidence: 0.929837038461539

00:36:55.880 --> 00:36:57.462 But I think it's those types of

NOTE Confidence: 0.929837038461539

00:36:57.462 --> 00:36:59.286 ways in which there's a lot of

NOTE Confidence: 0.929837038461539

00:36:59.286 --> 00:37:00.918 alignment in terms of where patients.
NOTE Confidence: 0.929837038461539

00:37:00.920 --> 00:37:02.663 Already want to go how they already
NOTE Confidence: 0.929837038461539

00:37:02.663 --> 00:37:04.730 want to get care and we can do sort
NOTE Confidence: 0.929837038461539

00:37:04.730 --> 00:37:06.451 of care in a completely different way
NOTE Confidence: 0.929837038461539

00:37:06.451 --> 00:37:08.593 than we've thought about doing it before.
NOTE Confidence: 0.943913018181818

00:37:09.280 --> 00:37:10.680 Yeah. I mean, it's interesting
NOTE Confidence: 0.943913018181818

00:37:10.680 --> 00:37:12.440 when you think about that model,
NOTE Confidence: 0.943913018181818

00:37:12.440 --> 00:37:15.289 there's a reality where instead of sending
NOTE Confidence: 0.943913018181818

00:37:15.289 --> 00:37:18.040 a full ambulance truck and paramedics.
NOTE Confidence: 0.943913018181818

00:37:18.040 --> 00:37:19.912 I send a lower skilled paramedic
NOTE Confidence: 0.943913018181818

00:37:19.912 --> 00:37:22.385 on a scooter to your house with
NOTE Confidence: 0.943913018181818

00:37:22.385 --> 00:37:24.305 with a telemedicine first approach
NOTE Confidence: 0.943913018181818

00:37:24.305 --> 00:37:26.767 and only if you are determined to
NOTE Confidence: 0.943913018181818

00:37:26.767 --> 00:37:29.006 actually need oxygen or a diuretic or
NOTE Confidence: 0.943913018181818

00:37:29.006 --> 00:37:30.824 morphine or whatever do I actually
NOTE Confidence: 0.943913018181818

00:37:30.824 --> 00:37:32.410 dispatch the ambulance that you

NOTE Confidence: 0.943913018181818
00:37:32.410 --> 00:37:33.512 could dramatically increase,
NOTE Confidence: 0.943913018181818
00:37:33.512 --> 00:37:35.096 respond, improve response times
NOTE Confidence: 0.943913018181818
00:37:35.096 --> 00:37:37.519 if you went with that strategy.
NOTE Confidence: 0.943608016666667
00:37:38.000 --> 00:37:39.680 You know they do that in
NOTE Confidence: 0.943608016666667
00:37:39.680 --> 00:37:40.520 the Netherlands actually.
NOTE Confidence: 0.943608016666667
00:37:40.520 --> 00:37:41.936 Somebody literally goes on
NOTE Confidence: 0.943608016666667
00:37:41.936 --> 00:37:43.706 an ambulance to the house.
NOTE Confidence: 0.943608016666667
00:37:43.710 --> 00:37:45.714 And the requirements to get a
NOTE Confidence: 0.943608016666667
00:37:45.714 --> 00:37:47.510 full ambulance rig out there.
NOTE Confidence: 0.943608016666667
00:37:47.510 --> 00:37:50.070 I, I, I have a friend that lives there.
NOTE Confidence: 0.943608016666667
00:37:50.070 --> 00:37:52.150 Mom fell down the steps,
NOTE Confidence: 0.943608016666667
00:37:52.150 --> 00:37:53.986 7580 years old, busted a shoulder.
NOTE Confidence: 0.943608016666667
00:37:53.990 --> 00:37:55.254 The scooter showed up,
NOTE Confidence: 0.943608016666667
00:37:55.254 --> 00:37:57.150 said she could get a ride,
NOTE Confidence: 0.943608016666667
00:37:57.150 --> 00:37:58.092 take the bus.
NOTE Confidence: 0.943608016666667

00:37:58.092 --> 00:38:00.290 Yet you know it's just not expectations

NOTE Confidence: 0.943608016666667

00:38:00.355 --> 00:38:01.925 of everybody transports you and

NOTE Confidence: 0.943608016666667

00:38:01.925 --> 00:38:04.397 you know what she did and she had

NOTE Confidence: 0.943608016666667

00:38:04.397 --> 00:38:06.350 a broken shoulder and she was fine.

NOTE Confidence: 0.943608016666667

00:38:06.350 --> 00:38:07.815 I'm not saying that's the

NOTE Confidence: 0.943608016666667

00:38:07.815 --> 00:38:08.987 system we should use,

NOTE Confidence: 0.943608016666667

00:38:08.990 --> 00:38:11.420 but but I do think that.

NOTE Confidence: 0.943608016666667

00:38:11.420 --> 00:38:13.348 We have to be the big people to

NOTE Confidence: 0.943608016666667

00:38:13.348 --> 00:38:15.128 make the hard decisions or somebody

NOTE Confidence: 0.943608016666667

00:38:15.128 --> 00:38:17.459 else is going to make it for us.

NOTE Confidence: 0.943608016666667

00:38:17.460 --> 00:38:18.810 And and if we don't figure

NOTE Confidence: 0.943608016666667

00:38:18.810 --> 00:38:20.260 out how to cut expenses,

NOTE Confidence: 0.943608016666667

00:38:20.260 --> 00:38:21.770 someone's just going to take

NOTE Confidence: 0.943608016666667

00:38:21.770 --> 00:38:23.265 another 5% of off everything

NOTE Confidence: 0.943608016666667

00:38:23.265 --> 00:38:24.740 we get for everything else.

NOTE Confidence: 0.943608016666667

00:38:24.740 --> 00:38:26.720 And we're going to have an

NOTE Confidence: 0.943608016666667
00:38:26.720 --> 00:38:28.040 entirely dysfunctional system with
NOTE Confidence: 0.943608016666667
00:38:28.100 --> 00:38:29.780 miserable people working in it,
NOTE Confidence: 0.94226628
00:38:32.540 --> 00:38:33.620 unlike what we have today.
NOTE Confidence: 0.923013377142857
00:38:36.500 --> 00:38:37.816 Looks like Bart has his hand up.
NOTE Confidence: 0.94427896
00:38:39.530 --> 00:38:41.170 If there's time. Thanks Lee.
NOTE Confidence: 0.7846581025
00:38:43.530 --> 00:38:44.810 I, I, I've enjoyed
NOTE Confidence: 0.94276945
00:38:44.850 --> 00:38:45.930 I've enjoyed the the
NOTE Confidence: 0.938576366666667
00:38:46.170 --> 00:38:48.570 the entire entire day so far
NOTE Confidence: 0.94780115
00:38:48.850 --> 00:38:51.888 question to panel 4 panelists from 4:00
NOTE Confidence: 0.950317
00:38:54.490 --> 00:38:56.010 what what we're clearly
NOTE Confidence: 0.9402536
00:38:56.010 --> 00:39:00.990 talking about is, is is taking what
NOTE Confidence: 0.9402536
00:39:00.990 --> 00:39:03.849 we perceive as the next incremental
NOTE Confidence: 0.9402536
00:39:03.850 --> 00:39:06.330 rather giant far reaching step.
NOTE Confidence: 0.94780115
00:39:07.290 --> 00:39:11.730 It totally makes sense. To us,
NOTE Confidence: 0.94780115
00:39:11.730 --> 00:39:13.410 but what we're witnessing is
NOTE Confidence: 0.943608066666667

00:39:13.410 --> 00:39:14.688 that the entire
NOTE Confidence: 0.930076228

00:39:16.170 --> 00:39:19.890 domain of healthcare, hybrid healthcare
NOTE Confidence: 0.930076228

00:39:19.890 --> 00:39:22.102 including digital Healthcare is
NOTE Confidence: 0.930076228

00:39:22.102 --> 00:39:24.610 evolving still quite rapidly.
NOTE Confidence: 0.930076228

00:39:24.610 --> 00:39:26.850 In your estimation, any of the panelists
NOTE Confidence: 0.939135444444445

00:39:27.250 --> 00:39:29.542 are we ever likely to see
NOTE Confidence: 0.939135444444445

00:39:29.542 --> 00:39:32.370 a large incremental jump in
NOTE Confidence: 0.939135444444445

00:39:32.370 --> 00:39:35.930 payments and coverage? While our
NOTE Confidence: 0.95786455

00:39:35.930 --> 00:39:38.183 system is rapidly evolving or
NOTE Confidence: 0.95786455

00:39:38.183 --> 00:39:40.590 are we more likely to see small
NOTE Confidence: 0.95786455

00:39:40.590 --> 00:39:42.570 incremental adjustments as
NOTE Confidence: 0.95786455

00:39:42.570 --> 00:39:45.610 the whole system reaches more,
NOTE Confidence: 0.9301902

00:39:47.450 --> 00:39:51.210 you know, a status status
NOTE Confidence: 0.92817752

00:39:51.210 --> 00:39:55.450 quo or or a stable, a stable model?
NOTE Confidence: 0.900733942857143

00:39:57.610 --> 00:39:59.206 Nick, you want to take that first?
NOTE Confidence: 0.9333350125

00:40:00.170 --> 00:40:01.890 Yeah, sure. I I think there's a lot

NOTE Confidence: 0.9333350125

00:40:01.890 --> 00:40:03.567 of things that need to be in place.

NOTE Confidence: 0.9333350125

00:40:03.570 --> 00:40:05.434 I think what I'm seeing and I've gone

NOTE Confidence: 0.9333350125

00:40:05.434 --> 00:40:07.147 to our local state government and

NOTE Confidence: 0.9333350125

00:40:07.147 --> 00:40:09.250 talked to a large panel about this,

NOTE Confidence: 0.9333350125

00:40:09.250 --> 00:40:10.550 there's already conversations about

NOTE Confidence: 0.9333350125

00:40:10.550 --> 00:40:12.915 what's going to happen after the public

NOTE Confidence: 0.9333350125

00:40:12.915 --> 00:40:14.359 health emergency on reimbursement

NOTE Confidence: 0.9333350125

00:40:14.359 --> 00:40:16.458 from the commercial payers. You know,

NOTE Confidence: 0.9333350125

00:40:16.458 --> 00:40:19.048 CMS has sense of final rules on RPMCCM,

NOTE Confidence: 0.9333350125

00:40:19.048 --> 00:40:20.956 but really we don't know what's

NOTE Confidence: 0.9333350125

00:40:20.956 --> 00:40:23.097 going to happen for chronic disease

NOTE Confidence: 0.9333350125

00:40:23.097 --> 00:40:24.977 management for those routine visits

NOTE Confidence: 0.9333350125

00:40:24.977 --> 00:40:27.059 and acute visits moving forward.

NOTE Confidence: 0.9333350125

00:40:27.060 --> 00:40:28.734 You know with the by administration

NOTE Confidence: 0.9333350125

00:40:28.734 --> 00:40:30.383 is going to continue supporting this

NOTE Confidence: 0.9333350125

00:40:30.383 --> 00:40:32.295 at the till the end of the year.
NOTE Confidence: 0.9333350125

00:40:32.300 --> 00:40:34.748 But one of you know a lot of folks
NOTE Confidence: 0.9333350125

00:40:34.748 --> 00:40:37.192 are lobbying and there's a lot of
NOTE Confidence: 0.9333350125

00:40:37.192 --> 00:40:39.988 support on the hill to continue support
NOTE Confidence: 0.9333350125

00:40:39.988 --> 00:40:42.628 because it's shown a significant
NOTE Confidence: 0.9333350125

00:40:42.628 --> 00:40:45.996 reduction in cost over the the COVID
NOTE Confidence: 0.9333350125

00:40:45.996 --> 00:40:48.216 period for especially ambulatory care.
NOTE Confidence: 0.9333350125

00:40:48.220 --> 00:40:51.244 You know but the skeptic of me feels
NOTE Confidence: 0.9333350125

00:40:51.244 --> 00:40:53.676 that you know it's going to #1 take
NOTE Confidence: 0.9333350125

00:40:53.676 --> 00:40:55.949 health systems a long time to change.
NOTE Confidence: 0.9333350125

00:40:55.950 --> 00:40:57.658 Because you have to change the governance
NOTE Confidence: 0.9333350125

00:40:57.658 --> 00:40:58.990 process in order to make that.
NOTE Confidence: 0.9333350125

00:40:58.990 --> 00:41:00.454 You have to change and uproot
NOTE Confidence: 0.9333350125

00:41:00.454 --> 00:41:01.430 everything throughout acute 2.
NOTE Confidence: 0.9333350125

00:41:01.430 --> 00:41:03.400 Ambulatory to the payment model
NOTE Confidence: 0.9333350125

00:41:03.400 --> 00:41:06.138 depends on how much of A, you know,

NOTE Confidence: 0.9333350125

00:41:06.138 --> 00:41:07.508 eruption that's going to be.

NOTE Confidence: 0.9333350125

00:41:07.510 --> 00:41:08.626 Is it going to?

NOTE Confidence: 0.9333350125

00:41:08.626 --> 00:41:10.300 Support the services or or they're

NOTE Confidence: 0.9333350125

00:41:10.357 --> 00:41:12.310 not And so we got to keep the lights

NOTE Confidence: 0.9333350125

00:41:12.310 --> 00:41:14.263 on for the health system and as

NOTE Confidence: 0.9333350125

00:41:14.263 --> 00:41:16.253 you know every health system has a

NOTE Confidence: 0.9333350125

00:41:16.253 --> 00:41:17.708 negative operating margin at this

NOTE Confidence: 0.9333350125

00:41:17.708 --> 00:41:19.378 point And and so we definitely

NOTE Confidence: 0.9333350125

00:41:19.378 --> 00:41:20.932 don't want to drive cost out,

NOTE Confidence: 0.9333350125

00:41:20.940 --> 00:41:22.580 I mean a revenue out,

NOTE Confidence: 0.9333350125

00:41:22.580 --> 00:41:24.677 we want to drive the cost out and and

NOTE Confidence: 0.9333350125

00:41:24.677 --> 00:41:27.300 so and then the third part is which is

NOTE Confidence: 0.9333350125

00:41:27.300 --> 00:41:29.085 also something that's being discussed

NOTE Confidence: 0.9333350125

00:41:29.085 --> 00:41:31.359 which may slow things down irregardless

NOTE Confidence: 0.9333350125

00:41:31.359 --> 00:41:34.060 of how enthusiastic health systems are,

NOTE Confidence: 0.9333350125

00:41:34.060 --> 00:41:36.556 how how great the technology is.
NOTE Confidence: 0.9333350125

00:41:36.560 --> 00:41:38.864 And the buy in is is the the medical
NOTE Confidence: 0.9333350125

00:41:38.864 --> 00:41:41.194 legal factors that play a part in this.
NOTE Confidence: 0.9333350125

00:41:41.200 --> 00:41:43.307 You know is it like the examples
NOTE Confidence: 0.9333350125

00:41:43.307 --> 00:41:45.319 around ET3 and potential chest pain
NOTE Confidence: 0.9333350125

00:41:45.319 --> 00:41:47.741 and and and a person falling down
NOTE Confidence: 0.9333350125

00:41:47.811 --> 00:41:49.875 the stairs with a shoulder injury.
NOTE Confidence: 0.9333350125

00:41:49.875 --> 00:41:53.035 You know there's a there's a worry and
NOTE Confidence: 0.9333350125

00:41:53.040 --> 00:41:55.763 you know if something goes wrong of
NOTE Confidence: 0.9333350125

00:41:55.763 --> 00:41:58.124 malpractice and being sued still in
NOTE Confidence: 0.9333350125

00:41:58.124 --> 00:42:00.356 America which is more profound here
NOTE Confidence: 0.9333350125

00:42:00.360 --> 00:42:02.432 due to lack of tort reform in this
NOTE Confidence: 0.9333350125

00:42:02.432 --> 00:42:04.267 country compared to the rest of the world.
NOTE Confidence: 0.9333350125

00:42:04.270 --> 00:42:06.178 So I think a lot of things in the
NOTE Confidence: 0.9333350125

00:42:06.178 --> 00:42:07.826 stars have to align in order for
NOTE Confidence: 0.9333350125

00:42:07.826 --> 00:42:09.669 it to meet more dramatic change.

NOTE Confidence: 0.9333350125

00:42:09.670 --> 00:42:11.462 Also on the technology side that we need

NOTE Confidence: 0.9333350125

00:42:11.462 --> 00:42:13.269 to have more consolidation of tools.

NOTE Confidence: 0.9333350125

00:42:13.270 --> 00:42:15.430 We still have a lot of point solutions

NOTE Confidence: 0.9333350125

00:42:15.430 --> 00:42:17.352 that don't have a cohesive solution

NOTE Confidence: 0.9333350125

00:42:17.352 --> 00:42:19.624 where you have more enhanced visits and

NOTE Confidence: 0.9333350125

00:42:19.624 --> 00:42:21.925 you can do a physical exam if you need to.

NOTE Confidence: 0.9333350125

00:42:21.925 --> 00:42:23.430 You could do at home lab testing,

NOTE Confidence: 0.9333350125

00:42:23.430 --> 00:42:25.670 a point of care testing you do at

NOTE Confidence: 0.9333350125

00:42:25.670 --> 00:42:27.318 home imaging and all those things

NOTE Confidence: 0.9333350125

00:42:27.318 --> 00:42:29.550 need to be kind of enhanced and the

NOTE Confidence: 0.9333350125

00:42:29.550 --> 00:42:31.650 cost that needs to be kept down.

NOTE Confidence: 0.9333350125

00:42:31.650 --> 00:42:33.108 And we can't keep adding to

NOTE Confidence: 0.9333350125

00:42:33.108 --> 00:42:34.080 the overall IT expenditure

NOTE Confidence: 0.934060764615385

00:42:34.125 --> 00:42:34.890 of health system.

NOTE Confidence: 0.934060764615385

00:42:34.890 --> 00:42:36.976 So I think it's going to be

NOTE Confidence: 0.934060764615385

00:42:36.976 --> 00:42:38.424 incremental short answer but I'm
NOTE Confidence: 0.934060764615385

00:42:38.424 --> 00:42:40.146 hoping that if we can get all
NOTE Confidence: 0.934060764615385

00:42:40.146 --> 00:42:41.558 these various components which
NOTE Confidence: 0.934060764615385

00:42:41.558 --> 00:42:43.760 are all in flight and everyone's
NOTE Confidence: 0.934060764615385

00:42:43.760 --> 00:42:45.770 trying to support them that
NOTE Confidence: 0.934060764615385

00:42:45.770 --> 00:42:47.916 we hopefully by 20-30 we'll be
NOTE Confidence: 0.934060764615385

00:42:47.916 --> 00:42:48.928 having a different conversation.
NOTE Confidence: 0.900847792857143

00:42:49.730 --> 00:42:52.058 So. So I I have a little cynical
NOTE Confidence: 0.900847792857143

00:42:52.058 --> 00:42:53.872 response to to the question but
NOTE Confidence: 0.900847792857143

00:42:53.872 --> 00:42:56.150 and and you know me well enough.
NOTE Confidence: 0.900847792857143

00:42:56.150 --> 00:42:58.076 That have you ever met a payer who paid
NOTE Confidence: 0.900847792857143

00:42:58.076 --> 00:43:00.187 for something before they were forced to?
NOTE Confidence: 0.900847792857143

00:43:00.190 --> 00:43:02.030 And have you met a ever met a
NOTE Confidence: 0.900847792857143

00:43:02.030 --> 00:43:03.532 health system executive who cut
NOTE Confidence: 0.900847792857143

00:43:03.532 --> 00:43:05.167 out something that made high
NOTE Confidence: 0.900847792857143

00:43:05.167 --> 00:43:06.949 margins before they were forced to?

NOTE Confidence: 0.900847792857143
00:43:06.950 --> 00:43:09.246 So we're kind of in a really
NOTE Confidence: 0.900847792857143
00:43:09.246 --> 00:43:10.918 difficult position, but the thing
NOTE Confidence: 0.900847792857143
00:43:10.918 --> 00:43:13.270 I haven't heard said a lot today,
NOTE Confidence: 0.900847792857143
00:43:13.270 --> 00:43:15.482 which is one of the things that
NOTE Confidence: 0.900847792857143
00:43:15.482 --> 00:43:17.936 that I look at is when you do
NOTE Confidence: 0.900847792857143
00:43:17.936 --> 00:43:20.110 own the payer and the provider,
NOTE Confidence: 0.900847792857143
00:43:20.110 --> 00:43:22.430 telemedicine's a winning solution, right.
NOTE Confidence: 0.900847792857143
00:43:22.430 --> 00:43:25.676 So we know in overall cost.
NOTE Confidence: 0.900847792857143
00:43:25.680 --> 00:43:27.810 I think everybody that owns the
NOTE Confidence: 0.900847792857143
00:43:27.810 --> 00:43:30.729 whole kit and caboodle is all in on
NOTE Confidence: 0.900847792857143
00:43:30.729 --> 00:43:32.519 telemedicine and and connected care.
NOTE Confidence: 0.900847792857143
00:43:32.520 --> 00:43:34.240 So we have our answer.
NOTE Confidence: 0.900847792857143
00:43:34.240 --> 00:43:36.742 Our problem is our incentives aren't
NOTE Confidence: 0.900847792857143
00:43:36.742 --> 00:43:38.594 aligned and and so the question is
NOTE Confidence: 0.900847792857143
00:43:38.594 --> 00:43:40.417 how do we get aligned incentives
NOTE Confidence: 0.900847792857143

00:43:40.417 --> 00:43:42.422 when everybody doesn't feel like
NOTE Confidence: 0.900847792857143

00:43:42.422 --> 00:43:44.738 they could give up any piece of
NOTE Confidence: 0.900847792857143

00:43:44.738 --> 00:43:46.316 the pie at the current time.
NOTE Confidence: 0.937857671428571

00:43:47.040 --> 00:43:49.287 Judd, I don't think you could have
NOTE Confidence: 0.937857671428571

00:43:49.287 --> 00:43:51.477 done a better job of teeing up
NOTE Confidence: 0.937857671428571

00:43:51.477 --> 00:43:53.610 Panel 5 than what you just said.
NOTE Confidence: 0.937857671428571

00:43:53.610 --> 00:43:56.058 And so let me pause here for a moment
NOTE Confidence: 0.937857671428571

00:43:56.058 --> 00:43:58.570 because we're at the top of the of the time.
NOTE Confidence: 0.937857671428571

00:43:58.570 --> 00:44:00.726 And thank you, Judd and the panelists.
NOTE Confidence: 0.937857671428571

00:44:00.730 --> 00:44:03.460 That was a terrific and really
NOTE Confidence: 0.937857671428571

00:44:03.460 --> 00:44:04.370 provocative conversation.