

WEBVTT

NOTE duration:"00:06:51"

NOTE recognizability:0.935

NOTE language:en-us

NOTE Confidence: 0.951994165

00:00:00.000 --> 00:00:01.052 Welcome everybody.

NOTE Confidence: 0.951994165

00:00:01.052 --> 00:00:04.237 It's a pleasure to greet you today

NOTE Confidence: 0.951994165

00:00:04.237 --> 00:00:06.750 and serve as the host for today

NOTE Confidence: 0.951994165

00:00:06.832 --> 00:00:09.352 for this virtual symposium on

NOTE Confidence: 0.951994165

00:00:09.352 --> 00:00:11.872 Quality Frameworks for Virtual Care.

NOTE Confidence: 0.951994165

00:00:11.880 --> 00:00:13.770 This is a program that is sponsored

NOTE Confidence: 0.951994165

00:00:13.770 --> 00:00:15.632 and hosted by the Mass General

NOTE Confidence: 0.951994165

00:00:15.632 --> 00:00:17.287 Hospital Center for Telehealth and

NOTE Confidence: 0.951994165

00:00:17.287 --> 00:00:19.304 our Mass General Brigham Health

NOTE Confidence: 0.951994165

00:00:19.304 --> 00:00:21.036 Systems Virtual Care Programming

NOTE Confidence: 0.951994165

00:00:21.040 --> 00:00:23.482 with the collaboration and input and

NOTE Confidence: 0.951994165

00:00:23.482 --> 00:00:26.273 planning of many of the experts that

NOTE Confidence: 0.951994165

00:00:26.273 --> 00:00:28.814 you will see on the panels today.

NOTE Confidence: 0.951994165

00:00:28.820 --> 00:00:30.430 We're really excited to share
NOTE Confidence: 0.951994165

00:00:30.430 --> 00:00:32.778 this body of work with you and
NOTE Confidence: 0.951994165

00:00:32.778 --> 00:00:34.800 together with you move this field
NOTE Confidence: 0.951994165

00:00:34.800 --> 00:00:37.858 forward in an area that is vitally
NOTE Confidence: 0.951994165

00:00:37.860 --> 00:00:41.016 necessary for us to be successful.
NOTE Confidence: 0.951994165

00:00:41.020 --> 00:00:43.145 And that's really rethinking our
NOTE Confidence: 0.951994165

00:00:43.145 --> 00:00:45.270 quality frameworks to make sure
NOTE Confidence: 0.951994165

00:00:45.344 --> 00:00:47.762 that they are expansive enough to
NOTE Confidence: 0.951994165

00:00:47.762 --> 00:00:50.294 incorporate the elements of virtual care.
NOTE Confidence: 0.951994165

00:00:50.300 --> 00:00:54.380 And I think as we start to prepare ourselves
NOTE Confidence: 0.951994165

00:00:54.380 --> 00:00:57.750 mentally for what today will will hold.
NOTE Confidence: 0.951994165

00:00:57.750 --> 00:00:59.542 I'd like you just to think about
NOTE Confidence: 0.951994165

00:00:59.542 --> 00:01:01.787 quality in a couple of different ways.
NOTE Confidence: 0.951994165

00:01:01.790 --> 00:01:03.800 There are our traditional quality
NOTE Confidence: 0.951994165

00:01:03.800 --> 00:01:05.810 frameworks that we apply to
NOTE Confidence: 0.951994165

00:01:05.876 --> 00:01:08.000 care delivery and many of those

NOTE Confidence: 0.951994165

00:01:08.000 --> 00:01:10.405 will extend across in person,

NOTE Confidence: 0.951994165

00:01:10.405 --> 00:01:12.665 hybrid and purely virtual

NOTE Confidence: 0.951994165

00:01:12.670 --> 00:01:13.651 care delivery models.

NOTE Confidence: 0.951994165

00:01:13.651 --> 00:01:15.286 Some will be more uniquely

NOTE Confidence: 0.951994165

00:01:15.286 --> 00:01:16.829 focused on in person care,

NOTE Confidence: 0.951994165

00:01:16.830 --> 00:01:19.630 some more uniquely focused on virtual care.

NOTE Confidence: 0.951994165

00:01:19.630 --> 00:01:21.974 And the goal of today is to really

NOTE Confidence: 0.951994165

00:01:21.974 --> 00:01:23.973 rethink our quality frameworks so that

NOTE Confidence: 0.951994165

00:01:23.973 --> 00:01:26.640 we can apply the same kind of rigor.

NOTE Confidence: 0.951994165

00:01:26.640 --> 00:01:28.621 Hold ourselves to the same kind of

NOTE Confidence: 0.951994165

00:01:28.621 --> 00:01:30.308 standards for the quality of care

NOTE Confidence: 0.951994165

00:01:30.308 --> 00:01:32.135 delivery that we do when we used

NOTE Confidence: 0.951994165

00:01:32.192 --> 00:01:33.878 to do primarily in person care.

NOTE Confidence: 0.951994165

00:01:33.880 --> 00:01:35.280 So if I can have the next slide,

NOTE Confidence: 0.951994165

00:01:35.280 --> 00:01:35.680 please

NOTE Confidence: 0.929309766666667

00:01:40.640 --> 00:01:42.800 introduce myself. I'm Doctor Lee Schwam.

NOTE Confidence: 0.929309766666667

00:01:42.800 --> 00:01:44.613 I'm the Vice President for Virtual Care

NOTE Confidence: 0.929309766666667

00:01:44.613 --> 00:01:46.234 at the National Brigham Health System

NOTE Confidence: 0.929309766666667

00:01:46.234 --> 00:01:48.451 as well as the Director for the Center

NOTE Confidence: 0.929309766666667

00:01:48.451 --> 00:01:50.233 for Telehealth at NASA General Hospital.

NOTE Confidence: 0.929309766666667

00:01:50.240 --> 00:01:52.080 I've, I've been a professor

NOTE Confidence: 0.929309766666667

00:01:52.080 --> 00:01:53.552 of Neurology at Harvard.

NOTE Confidence: 0.929309766666667

00:01:53.560 --> 00:01:55.630 And a faculty member at the

NOTE Confidence: 0.929309766666667

00:01:55.630 --> 00:01:56.665 Massachusetts General Hospital

NOTE Confidence: 0.929309766666667

00:01:56.665 --> 00:01:58.680 for almost 30 years and you know,

NOTE Confidence: 0.929309766666667

00:01:58.680 --> 00:02:00.220 really delighted to serve as

NOTE Confidence: 0.929309766666667

00:02:00.220 --> 00:02:01.440 today's moderator. Next slide,

NOTE Confidence: 0.93824092

00:02:03.840 --> 00:02:05.320 so just a few logistics.

NOTE Confidence: 0.93824092

00:02:05.320 --> 00:02:06.754 We're going to record all of

NOTE Confidence: 0.93824092

00:02:06.754 --> 00:02:08.005 the sessions and they will

NOTE Confidence: 0.93824092

00:02:08.005 --> 00:02:09.240 be stored and available at

NOTE Confidence: 0.945742727272727
00:02:12.480 --> 00:02:13.198 www.virtualcareconsensus.com where
NOTE Confidence: 0.945742727272727
00:02:13.198 --> 00:02:15.711 you'll be able to review the review
NOTE Confidence: 0.945742727272727
00:02:15.711 --> 00:02:17.344 them afterwards during the session,
NOTE Confidence: 0.945742727272727
00:02:17.344 --> 00:02:18.832 if you'd like to ask questions,
NOTE Confidence: 0.945742727272727
00:02:18.840 --> 00:02:20.930 please use the Q&A function.
NOTE Confidence: 0.945742727272727
00:02:20.930 --> 00:02:22.795 And those questions will be
NOTE Confidence: 0.945742727272727
00:02:22.795 --> 00:02:24.287 surfaced to the moderators.
NOTE Confidence: 0.945742727272727
00:02:24.290 --> 00:02:26.131 Anything we don't get a chance to
NOTE Confidence: 0.945742727272727
00:02:26.131 --> 00:02:27.849 answer during the symposium itself,
NOTE Confidence: 0.945742727272727
00:02:27.850 --> 00:02:30.250 we will try to address with a series
NOTE Confidence: 0.945742727272727
00:02:30.250 --> 00:02:33.670 of FAQs and post those answers to
NOTE Confidence: 0.945742727272727
00:02:33.670 --> 00:02:35.926 the symposium website afterwards.
NOTE Confidence: 0.945742727272727
00:02:35.930 --> 00:02:37.700 Additional resources after the session
NOTE Confidence: 0.945742727272727
00:02:37.700 --> 00:02:40.330 will also be at the same website,
NOTE Confidence: 0.945742727272727
00:02:40.330 --> 00:02:42.355 and that's where we have
NOTE Confidence: 0.945742727272727

00:02:42.355 --> 00:02:43.570 traditionally posted additional
NOTE Confidence: 0.945742727272727

00:02:43.570 --> 00:02:45.729 materials as they become available,
NOTE Confidence: 0.945742727272727

00:02:45.730 --> 00:02:48.012 if at any point during the symposium
NOTE Confidence: 0.945742727272727

00:02:48.012 --> 00:02:49.820 you have technical difficulties.
NOTE Confidence: 0.945742727272727

00:02:49.820 --> 00:02:51.801 Just try to log out and use
NOTE Confidence: 0.945742727272727

00:02:51.801 --> 00:02:53.420 the same link to rejoin.
NOTE Confidence: 0.945742727272727

00:02:53.420 --> 00:02:55.340 If for some reason you need
NOTE Confidence: 0.945742727272727

00:02:55.340 --> 00:02:56.300 further technical assistance,
NOTE Confidence: 0.945742727272727

00:02:56.300 --> 00:02:58.496 you can call our telephone number
NOTE Confidence: 0.945742727272727

00:02:58.496 --> 00:03:01.680 listed here or you can e-mail us
NOTE Confidence: 0.945742727272727

00:03:01.680 --> 00:03:02.886 at digitalmedia@partners.org.
NOTE Confidence: 0.945742727272727

00:03:02.886 --> 00:03:03.418 Next slide
NOTE Confidence: 0.919204863

00:03:06.980 --> 00:03:09.626 So the MGH and National Brigham are
NOTE Confidence: 0.919204863

00:03:09.626 --> 00:03:12.012 committed to hosting an annual symposium
NOTE Confidence: 0.919204863

00:03:12.012 --> 00:03:14.756 on key topics related to virtual care.
NOTE Confidence: 0.919204863

00:03:14.760 --> 00:03:16.255 We have subject matter experts

NOTE Confidence: 0.919204863

00:03:16.255 --> 00:03:18.113 from across the country and across

NOTE Confidence: 0.919204863

00:03:18.113 --> 00:03:20.276 organizations we are going to meet today.

NOTE Confidence: 0.919204863

00:03:20.280 --> 00:03:21.832 The first inaugural symposium

NOTE Confidence: 0.919204863

00:03:21.832 --> 00:03:24.160 was held last year in September,

NOTE Confidence: 0.919204863

00:03:24.160 --> 00:03:27.193 and that is available as well on the web.

NOTE Confidence: 0.919204863

00:03:27.200 --> 00:03:28.648 That was called Rethinking

NOTE Confidence: 0.919204863

00:03:28.648 --> 00:03:30.096 Curriculum Competency and Culture

NOTE Confidence: 0.919204863

00:03:30.096 --> 00:03:31.798 in the Virtual Care Era.

NOTE Confidence: 0.919204863

00:03:31.800 --> 00:03:34.926 And two of those sessions were

NOTE Confidence: 0.919204863

00:03:34.926 --> 00:03:37.010 actually featured in articles

NOTE Confidence: 0.919204863

00:03:37.106 --> 00:03:41.070 that appeared in the AM A website.

NOTE Confidence: 0.919204863

00:03:41.070 --> 00:03:42.930 Highlighting aspects of different

NOTE Confidence: 0.919204863

00:03:42.930 --> 00:03:44.790 elements of the symposia.

NOTE Confidence: 0.919204863

00:03:44.790 --> 00:03:46.318 And you can also,

NOTE Confidence: 0.919204863

00:03:46.318 --> 00:03:47.464 if you're interested,

NOTE Confidence: 0.919204863

00:03:47.470 --> 00:03:50.410 visit that website and view the entire
NOTE Confidence: 0.919204863

00:03:50.410 --> 00:03:52.054 contents of the first Symposium.
NOTE Confidence: 0.919204863

00:03:52.054 --> 00:03:53.890 We're committed to having these be
NOTE Confidence: 0.919204863

00:03:53.944 --> 00:03:55.948 open source and available to everyone.
NOTE Confidence: 0.919204863

00:03:55.950 --> 00:03:58.099 A manuscript based on the first Symposium
NOTE Confidence: 0.919204863

00:03:58.099 --> 00:04:00.115 is under review of the journal and
NOTE Confidence: 0.919204863

00:04:00.115 --> 00:04:02.110 we hope to have that accepted soon.
NOTE Confidence: 0.919204863

00:04:02.110 --> 00:04:02.750 Next slide.
NOTE Confidence: 0.9280819533333333

00:04:05.670 --> 00:04:07.625 So given the significant advancement
NOTE Confidence: 0.9280819533333333

00:04:07.625 --> 00:04:09.998 of virtual care that we've seen
NOTE Confidence: 0.9280819533333333

00:04:09.998 --> 00:04:12.122 emerged during this pandemic in the
NOTE Confidence: 0.9280819533333333

00:04:12.122 --> 00:04:14.550 almost two years since this all began,
NOTE Confidence: 0.9280819533333333

00:04:14.550 --> 00:04:16.908 it seems like now is the time to start
NOTE Confidence: 0.9280819533333333

00:04:16.908 --> 00:04:18.979 thinking about quality frameworks and how
NOTE Confidence: 0.9280819533333333

00:04:18.979 --> 00:04:21.146 they have evolved across organizations and
NOTE Confidence: 0.9280819533333333

00:04:21.146 --> 00:04:23.750 where they need to continue to evolve.

NOTE Confidence: 0.928081953333333

00:04:23.750 --> 00:04:25.262 It's very clear to those of us at

NOTE Confidence: 0.928081953333333

00:04:25.262 --> 00:04:27.018 least on this panel, that virtual care

NOTE Confidence: 0.928081953333333

00:04:27.018 --> 00:04:28.950 in some capacity is here to stay.

NOTE Confidence: 0.928081953333333

00:04:28.950 --> 00:04:31.309 It's not going to retreat and disappear,

NOTE Confidence: 0.928081953333333

00:04:31.310 --> 00:04:34.285 even if it reduces in its penetration.

NOTE Confidence: 0.928081953333333

00:04:34.290 --> 00:04:36.397 And so we we have to grapple

NOTE Confidence: 0.928081953333333

00:04:36.397 --> 00:04:38.130 with this issue of quality.

NOTE Confidence: 0.928081953333333

00:04:38.130 --> 00:04:39.831 And so key questions that we're going

NOTE Confidence: 0.928081953333333

00:04:39.831 --> 00:04:41.727 to be thinking about and trying to

NOTE Confidence: 0.928081953333333

00:04:41.727 --> 00:04:43.064 address today include, you know,

NOTE Confidence: 0.928081953333333

00:04:43.064 --> 00:04:44.299 what are the guiding principles

NOTE Confidence: 0.928081953333333

00:04:44.299 --> 00:04:45.690 that we need to establish.

NOTE Confidence: 0.928081953333333

00:04:45.690 --> 00:04:47.430 And guiding principles are probably

NOTE Confidence: 0.928081953333333

00:04:47.430 --> 00:04:50.098 an important thing to focus on here so

NOTE Confidence: 0.928081953333333

00:04:50.098 --> 00:04:52.885 that we get a framework in place that

NOTE Confidence: 0.928081953333333

00:04:52.885 --> 00:04:55.636 can adapt to the changing and rapidly
NOTE Confidence: 0.9280819533333333

00:04:55.636 --> 00:04:57.846 evolving environment we live in.
NOTE Confidence: 0.9280819533333333

00:04:57.850 --> 00:04:59.866 What virtual care looks like today
NOTE Confidence: 0.9280819533333333

00:04:59.866 --> 00:05:01.210 will most assuredly not.
NOTE Confidence: 0.9280819533333333

00:05:01.210 --> 00:05:03.010 Be what it looks like in a year or two
NOTE Confidence: 0.9280819533333333

00:05:03.059 --> 00:05:05.114 or three years, the pace of adoption,
NOTE Confidence: 0.9280819533333333

00:05:05.114 --> 00:05:07.690 the pace of technology is moving so fast,
NOTE Confidence: 0.9280819533333333

00:05:07.690 --> 00:05:09.730 I think we just need to be prepared
NOTE Confidence: 0.9280819533333333

00:05:09.730 --> 00:05:10.404 for change.
NOTE Confidence: 0.9280819533333333

00:05:10.404 --> 00:05:12.426 And so core principles rather than
NOTE Confidence: 0.9280819533333333

00:05:12.426 --> 00:05:14.658 a detailed laundry list is an
NOTE Confidence: 0.9280819533333333

00:05:14.658 --> 00:05:15.406 important approach.
NOTE Confidence: 0.9280819533333333

00:05:15.410 --> 00:05:17.503 What are the best practices that have
NOTE Confidence: 0.9280819533333333

00:05:17.503 --> 00:05:19.006 already been deployed to measure
NOTE Confidence: 0.9280819533333333

00:05:19.006 --> 00:05:20.674 quality of care for virtual care?
NOTE Confidence: 0.9280819533333333

00:05:20.680 --> 00:05:22.297 And how does that compare and align

NOTE Confidence: 0.9280819533333333
00:05:22.297 --> 00:05:23.960 with the existing in person frameworks?
NOTE Confidence: 0.9280819533333333
00:05:23.960 --> 00:05:26.435 You'll hear some really interesting
NOTE Confidence: 0.9280819533333333
00:05:26.435 --> 00:05:27.920 comments about that.
NOTE Confidence: 0.9280819533333333
00:05:27.920 --> 00:05:29.440 How have they evolved in the past year?
NOTE Confidence: 0.9280819533333333
00:05:29.440 --> 00:05:30.720 What do they look like when they started?
NOTE Confidence: 0.9280819533333333
00:05:30.720 --> 00:05:32.436 What do they look like now?
NOTE Confidence: 0.9280819533333333
00:05:32.440 --> 00:05:35.056 And has the increased adoption of
NOTE Confidence: 0.9280819533333333
00:05:35.056 --> 00:05:37.383 virtual care impacted patient access
NOTE Confidence: 0.9280819533333333
00:05:37.383 --> 00:05:39.280 and experience? Has it made it better?
NOTE Confidence: 0.9280819533333333
00:05:39.280 --> 00:05:40.160 Has it made it worse?
NOTE Confidence: 0.9280819533333333
00:05:40.160 --> 00:05:41.707 Has it made it better in some
NOTE Confidence: 0.9280819533333333
00:05:41.707 --> 00:05:42.760 areas where some others?
NOTE Confidence: 0.9280819533333333
00:05:42.760 --> 00:05:43.960 And how is that being measured?
NOTE Confidence: 0.9280819533333333
00:05:43.960 --> 00:05:46.277 What what are we doing to track?
NOTE Confidence: 0.9280819533333333
00:05:46.280 --> 00:05:48.055 The these really important aspects
NOTE Confidence: 0.9280819533333333

00:05:48.055 --> 00:05:50.748 of access and experience or what has
NOTE Confidence: 0.9280819533333333

00:05:50.748 --> 00:05:52.878 sometimes been called patient satisfaction,
NOTE Confidence: 0.9280819533333333

00:05:52.880 --> 00:05:54.616 and then what are the pitfalls or
NOTE Confidence: 0.9280819533333333

00:05:54.616 --> 00:05:55.733 barriers that you've encountered
NOTE Confidence: 0.9280819533333333

00:05:55.733 --> 00:05:57.323 in developing virtual care quality
NOTE Confidence: 0.9280819533333333

00:05:57.323 --> 00:05:59.240 frameworks at your own organization?
NOTE Confidence: 0.9280819533333333

00:05:59.240 --> 00:06:00.500 You'll hear from some of the experts
NOTE Confidence: 0.9280819533333333

00:06:00.500 --> 00:06:01.040 on today's call,
NOTE Confidence: 0.9280819533333333

00:06:01.040 --> 00:06:03.182 but we'd love for you to use the the
NOTE Confidence: 0.9280819533333333

00:06:03.182 --> 00:06:04.902 panel experience and the and the
NOTE Confidence: 0.9280819533333333

00:06:04.902 --> 00:06:07.015 Q&A function to tell us about your
NOTE Confidence: 0.9280819533333333

00:06:07.015 --> 00:06:08.605 own experiences because we learn
NOTE Confidence: 0.9280819533333333

00:06:08.605 --> 00:06:10.840 best when we learn from each other.
NOTE Confidence: 0.9280819533333333

00:06:10.840 --> 00:06:13.227 And then what are some nice examples
NOTE Confidence: 0.9280819533333333

00:06:13.227 --> 00:06:15.242 of how quality frameworks have
NOTE Confidence: 0.9280819533333333

00:06:15.242 --> 00:06:17.560 been applied in various use cases.

NOTE Confidence: 0.9280819533333333
00:06:17.560 --> 00:06:18.948 So with that said,
NOTE Confidence: 0.9280819533333333
00:06:18.948 --> 00:06:21.990 let me go to the next slide having
NOTE Confidence: 0.9280819533333333
00:06:21.990 --> 00:06:25.000 kind of prepared you for the the
NOTE Confidence: 0.9280819533333333
00:06:25.000 --> 00:06:28.040 overview of the conference today.
NOTE Confidence: 0.9280819533333333
00:06:28.040 --> 00:06:29.690 These are the four panels.
NOTE Confidence: 0.9280819533333333
00:06:29.690 --> 00:06:31.580 The first panel we'll talk about
NOTE Confidence: 0.9280819533333333
00:06:31.580 --> 00:06:33.490 general principles and quality measurement.
NOTE Confidence: 0.9280819533333333
00:06:33.490 --> 00:06:35.555 The second will be about developing A
NOTE Confidence: 0.9280819533333333
00:06:35.555 --> 00:06:37.330 framework. We'll take a short break.
NOTE Confidence: 0.9280819533333333
00:06:37.330 --> 00:06:38.954 We may eat into that break a little
NOTE Confidence: 0.9280819533333333
00:06:38.954 --> 00:06:40.657 bit if the first two sessions are
NOTE Confidence: 0.9280819533333333
00:06:40.657 --> 00:06:41.649 running a bit long,
NOTE Confidence: 0.9353417646666667
00:06:41.650 --> 00:06:43.435 and then we will come back for
NOTE Confidence: 0.9353417646666667
00:06:43.435 --> 00:06:45.124 how to apply the framework
NOTE Confidence: 0.9353417646666667
00:06:45.124 --> 00:06:46.714 in ambulatory settings and
NOTE Confidence: 0.9353417646666667

00:06:46.714 --> 00:06:47.930 in asynchronous use cases.

NOTE Confidence: 0.935341764666667

00:06:47.930 --> 00:06:49.635 And then you'll have a

NOTE Confidence: 0.935341764666667

00:06:49.635 --> 00:06:50.999 few brief closing remarks.