

WEBVTT

NOTE duration:"01:05:24"

NOTE recognizability:0.927

NOTE language:en-us

NOTE Confidence: 0.9469625333333333

00:00:00.000 --> 00:00:02.556 So I'm delighted for this session.

NOTE Confidence: 0.9469625333333333

00:00:02.560 --> 00:00:04.066 I'm going to introduce the moderator

NOTE Confidence: 0.9469625333333333

00:00:04.066 --> 00:00:06.256 and then I'm going to have the moderator

NOTE Confidence: 0.9469625333333333

00:00:06.256 --> 00:00:07.676 introduce the other panel members.

NOTE Confidence: 0.9469625333333333

00:00:07.680 --> 00:00:08.820 So I'm really delighted.

NOTE Confidence: 0.9469625333333333

00:00:08.820 --> 00:00:10.326 Thank you so much. Doctor.

NOTE Confidence: 0.9469625333333333

00:00:10.326 --> 00:00:12.156 Judd Hollander is with us.

NOTE Confidence: 0.9469625333333333

00:00:12.160 --> 00:00:14.152 Judd is the senior vice president

NOTE Confidence: 0.9469625333333333

00:00:14.152 --> 00:00:15.480 for Healthcare delivery innovation.

NOTE Confidence: 0.9469625333333333

00:00:15.480 --> 00:00:17.472 He's also associate Dean for strategic

NOTE Confidence: 0.9469625333333333

00:00:17.472 --> 00:00:19.639 health initiatives and a professor of

NOTE Confidence: 0.9469625333333333

00:00:19.639 --> 00:00:21.594 emergency medicine at Thomas Jefferson.

NOTE Confidence: 0.9469625333333333

00:00:21.600 --> 00:00:24.048 I think Judd has really been one of the

NOTE Confidence: 0.9469625333333333

00:00:24.048 --> 00:00:25.992 kind of four horsemen, so to speak,
NOTE Confidence: 0.9469625333333333

00:00:25.992 --> 00:00:27.844 you know, pioneers in this area,
NOTE Confidence: 0.9469625333333333

00:00:27.844 --> 00:00:30.070 has really built out an extraordinary
NOTE Confidence: 0.9469625333333333

00:00:30.133 --> 00:00:32.359 program at Thomas Jefferson and has,
NOTE Confidence: 0.9469625333333333

00:00:32.360 --> 00:00:35.066 I think, really understood and grappled
NOTE Confidence: 0.9469625333333333

00:00:35.066 --> 00:00:38.715 with many of the fundamental and pragmatic
NOTE Confidence: 0.9469625333333333

00:00:38.715 --> 00:00:41.640 aspects of getting virtual care.
NOTE Confidence: 0.9469625333333333

00:00:41.640 --> 00:00:43.216 Instantiated with an organization
NOTE Confidence: 0.9469625333333333

00:00:43.216 --> 00:00:45.580 becoming part of the strategic framework
NOTE Confidence: 0.9469625333333333

00:00:45.640 --> 00:00:47.560 and the strategic value proposition.
NOTE Confidence: 0.9469625333333333

00:00:47.560 --> 00:00:49.024 And I'm really interested and excited
NOTE Confidence: 0.9469625333333333

00:00:49.024 --> 00:00:50.639 to hear him lead this session.
NOTE Confidence: 0.9469625333333333

00:00:50.640 --> 00:00:51.640 So let me turn it over to you,
NOTE Confidence: 0.9469625333333333

00:00:51.640 --> 00:00:52.872 Judd, and thank you again so much
NOTE Confidence: 0.9469625333333333

00:00:52.872 --> 00:00:53.720 for chairing the session.
NOTE Confidence: 0.940253541428571

00:00:54.580 --> 00:00:56.176 Well Lee, thank you for inviting me.

NOTE Confidence: 0.940253541428571
00:00:56.180 --> 00:00:57.635 Thank all the participants for
NOTE Confidence: 0.940253541428571
00:00:57.635 --> 00:00:59.801 coming to listen to what we have to
NOTE Confidence: 0.940253541428571
00:00:59.801 --> 00:01:01.613 say and and and the only thing I'm
NOTE Confidence: 0.940253541428571
00:01:01.613 --> 00:01:03.493 going to add for my background is I,
NOTE Confidence: 0.940253541428571
00:01:03.500 --> 00:01:05.411 I'm at Jefferson and for those of
NOTE Confidence: 0.940253541428571
00:01:05.411 --> 00:01:07.380 you who follow healthcare mergers,
NOTE Confidence: 0.940253541428571
00:01:07.380 --> 00:01:09.508 when I went to Jefferson in 2014,
NOTE Confidence: 0.940253541428571
00:01:09.508 --> 00:01:12.364 we were a small little three hospital
NOTE Confidence: 0.940253541428571
00:01:12.364 --> 00:01:15.299 system in Philadelphia and and we are
NOTE Confidence: 0.940253541428571
00:01:15.299 --> 00:01:18.186 now an 18 hospital system announced a
NOTE Confidence: 0.940253541428571
00:01:18.186 --> 00:01:21.147 huge deal with general Catalyst in the
NOTE Confidence: 0.940253541428571
00:01:21.147 --> 00:01:23.930 innovation space in the last couple of days.
NOTE Confidence: 0.940253541428571
00:01:23.930 --> 00:01:25.590 And actually became a
NOTE Confidence: 0.940253541428571
00:01:25.590 --> 00:01:27.250 payer provider this week.
NOTE Confidence: 0.940253541428571
00:01:27.250 --> 00:01:28.790 So one of the great things about
NOTE Confidence: 0.940253541428571

00:01:28.790 --> 00:01:30.211 working on the Steve Glasgow at
NOTE Confidence: 0.940253541428571

00:01:30.211 --> 00:01:31.877 Jefferson is you wake up every day
NOTE Confidence: 0.940253541428571

00:01:31.931 --> 00:01:33.569 and you are a bigger health system.
NOTE Confidence: 0.940253541428571

00:01:33.570 --> 00:01:35.772 But it's given me the experience
NOTE Confidence: 0.940253541428571

00:01:35.772 --> 00:01:37.663 of beginning a telemedicine program
NOTE Confidence: 0.940253541428571

00:01:37.663 --> 00:01:39.448 at a three hospital system.
NOTE Confidence: 0.940253541428571

00:01:39.450 --> 00:01:41.627 And then as we merge slash acquired
NOTE Confidence: 0.940253541428571

00:01:41.627 --> 00:01:43.090 with other health systems,
NOTE Confidence: 0.940253541428571

00:01:43.090 --> 00:01:45.659 I am now on my 6th implementation
NOTE Confidence: 0.940253541428571

00:01:45.659 --> 00:01:47.991 in health systems which is a
NOTE Confidence: 0.940253541428571

00:01:47.991 --> 00:01:50.295 distinctly unusual position to be in.
NOTE Confidence: 0.940253541428571

00:01:50.300 --> 00:01:51.693 And and if you could name something
NOTE Confidence: 0.940253541428571

00:01:51.693 --> 00:01:52.580 you could do wrong,
NOTE Confidence: 0.940253541428571

00:01:52.580 --> 00:01:54.554 we have pretty much found it over
NOTE Confidence: 0.940253541428571

00:01:54.554 --> 00:01:56.338 the last seven or eight years,
NOTE Confidence: 0.940253541428571

00:01:56.340 --> 00:01:58.820 but we're moving forward.

NOTE Confidence: 0.940253541428571
00:01:58.820 --> 00:01:59.492 So and Lee,
NOTE Confidence: 0.940253541428571
00:01:59.492 --> 00:02:01.412 I want to thank you too for pairing
NOTE Confidence: 0.940253541428571
00:02:01.412 --> 00:02:03.463 me with great panelists and I would
NOTE Confidence: 0.940253541428571
00:02:03.463 --> 00:02:05.658 ask all the panelists to put their,
NOTE Confidence: 0.940253541428571
00:02:05.660 --> 00:02:07.660 you know, video on.
NOTE Confidence: 0.940253541428571
00:02:07.660 --> 00:02:10.296 And before I begin with them
NOTE Confidence: 0.940253541428571
00:02:10.296 --> 00:02:10.932 introducing themselves,
NOTE Confidence: 0.940253541428571
00:02:10.932 --> 00:02:13.786 I do want to say that we had a prep
NOTE Confidence: 0.940253541428571
00:02:13.786 --> 00:02:15.768 call for this and and we never made
NOTE Confidence: 0.940253541428571
00:02:15.768 --> 00:02:17.574 it past the first question because
NOTE Confidence: 0.940253541428571
00:02:17.574 --> 00:02:19.677 we had such interactive discussions.
NOTE Confidence: 0.940253541428571
00:02:19.677 --> 00:02:22.671 That we decided we have about
NOTE Confidence: 0.940253541428571
00:02:22.671 --> 00:02:24.518 six or seven slides,
NOTE Confidence: 0.940253541428571
00:02:24.520 --> 00:02:26.634 but we have given each other permission
NOTE Confidence: 0.940253541428571
00:02:26.634 --> 00:02:28.634 to make this very conversational or
NOTE Confidence: 0.940253541428571

00:02:28.634 --> 00:02:31.035 as The New Yorker would describe it,
NOTE Confidence: 0.940253541428571

00:02:31.040 --> 00:02:32.540 We can just interrupt the hell
NOTE Confidence: 0.940253541428571

00:02:32.540 --> 00:02:34.305 out of each other and and have
NOTE Confidence: 0.940253541428571

00:02:34.305 --> 00:02:35.480 a little fun with this.
NOTE Confidence: 0.940253541428571

00:02:35.480 --> 00:02:37.468 So I will follow the slide order
NOTE Confidence: 0.940253541428571

00:02:37.468 --> 00:02:39.410 and we'll just do introductions.
NOTE Confidence: 0.940253541428571

00:02:39.410 --> 00:02:41.318 And then circle back to each
NOTE Confidence: 0.940253541428571

00:02:41.318 --> 00:02:43.296 of the speakers that that will
NOTE Confidence: 0.940253541428571

00:02:43.296 --> 00:02:45.522 speak for a little bit before we
NOTE Confidence: 0.940253541428571

00:02:45.522 --> 00:02:47.209 pepper them with questions.
NOTE Confidence: 0.940253541428571

00:02:47.210 --> 00:02:49.442 And and we invite you to throw stuff in
NOTE Confidence: 0.940253541428571

00:02:49.442 --> 00:02:52.728 the Q&A as well that we could insert.
NOTE Confidence: 0.940253541428571

00:02:52.730 --> 00:02:54.548 We'll give each speaker a total
NOTE Confidence: 0.940253541428571

00:02:54.548 --> 00:02:56.590 of about 15 minutes to say what
NOTE Confidence: 0.940253541428571

00:02:56.590 --> 00:02:58.375 they wanted to say to deal with
NOTE Confidence: 0.940253541428571

00:02:58.443 --> 00:03:00.048 the questions that come in.

NOTE Confidence: 0.940253541428571
00:03:00.050 --> 00:03:01.895 And and then we'll have a little bit of
NOTE Confidence: 0.940253541428571
00:03:01.895 --> 00:03:03.730 wrap up if there's any time at the end.
NOTE Confidence: 0.940253541428571
00:03:03.730 --> 00:03:04.370 So Dan,
NOTE Confidence: 0.940253541428571
00:03:04.370 --> 00:03:06.610 please say a couple words about yourself.
NOTE Confidence: 0.936899133333333
00:03:08.410 --> 00:03:09.688 First of all, thank you Judd,
NOTE Confidence: 0.936899133333333
00:03:09.690 --> 00:03:11.038 and thank you, Lee,
NOTE Confidence: 0.936899133333333
00:03:11.038 --> 00:03:13.450 for inviting me to participate in this.
NOTE Confidence: 0.936899133333333
00:03:13.450 --> 00:03:14.950 Very, very interesting.
NOTE Confidence: 0.936899133333333
00:03:14.950 --> 00:03:17.450 I'm very excited about this,
NOTE Confidence: 0.936899133333333
00:03:17.450 --> 00:03:21.010 having done telemedicine for quite a while.
NOTE Confidence: 0.936899133333333
00:03:21.010 --> 00:03:22.970 I'll get into that in a little bit.
NOTE Confidence: 0.936899133333333
00:03:22.970 --> 00:03:24.830 I'm a professor of medicine
NOTE Confidence: 0.936899133333333
00:03:24.830 --> 00:03:26.690 and Pediatrics at the Geisel
NOTE Confidence: 0.936899133333333
00:03:26.761 --> 00:03:28.886 School of Medicine at Dartmouth.
NOTE Confidence: 0.936899133333333
00:03:28.890 --> 00:03:31.458 I'm Vice Chair of for Faculty and Academic
NOTE Confidence: 0.936899133333333

00:03:31.458 --> 00:03:33.810 Affairs in the Department of Medicine.
NOTE Confidence: 0.9368991333333333

00:03:33.810 --> 00:03:35.962 I was a Robert Wood Johnson Clinical Scholar
NOTE Confidence: 0.9368991333333333

00:03:35.962 --> 00:03:38.090 at the University of North Carolina.
NOTE Confidence: 0.9368991333333333

00:03:38.090 --> 00:03:40.376 And when I first got into health
NOTE Confidence: 0.9368991333333333

00:03:40.376 --> 00:03:44.037 services research and now I participate
NOTE Confidence: 0.9368991333333333

00:03:44.037 --> 00:03:46.172 with the Dartmouth Institute for
NOTE Confidence: 0.9368991333333333

00:03:46.172 --> 00:03:48.490 Health Policy and Clinical Practice,
NOTE Confidence: 0.9368991333333333

00:03:48.490 --> 00:03:50.570 mainly in the telemedicine space.
NOTE Confidence: 0.9368991333333333

00:03:50.570 --> 00:03:50.650 All
NOTE Confidence: 0.913080915

00:03:52.290 --> 00:03:53.490 right, Thanks, Dan. Susan,
NOTE Confidence: 0.89101822

00:03:54.490 --> 00:03:56.490 Hi. I'm Susan Edgman Levitan,
NOTE Confidence: 0.89101822

00:03:56.490 --> 00:03:59.088 and I'm the director of the
NOTE Confidence: 0.89101822

00:03:59.088 --> 00:04:01.434 Stokel Center for Primary Care
NOTE Confidence: 0.89101822

00:04:01.434 --> 00:04:03.530 Innovation at Mass General.
NOTE Confidence: 0.89101822

00:04:03.530 --> 00:04:06.794 I also cochaired the Mass General
NOTE Confidence: 0.89101822

00:04:06.794 --> 00:04:08.970 Brigham Patient Experience Leaders

NOTE Confidence: 0.89101822

00:04:09.050 --> 00:04:11.689 Committee and I'm one of the four

NOTE Confidence: 0.89101822

00:04:11.690 --> 00:04:14.448 PI's on the national ARC funded CAPS

NOTE Confidence: 0.89101822

00:04:14.448 --> 00:04:16.248 consortium to develop standardized

NOTE Confidence: 0.89101822

00:04:16.248 --> 00:04:19.050 patient Experience of Care surveys. All

NOTE Confidence: 0.9180094375

00:04:19.930 --> 00:04:21.130 right, thanks, Susan. Emily.

NOTE Confidence: 0.94427896

00:04:22.950 --> 00:04:23.910 Thanks, Chad, and thanks, Lee.

NOTE Confidence: 0.94427896

00:04:23.910 --> 00:04:24.790 And for this whole panel,

NOTE Confidence: 0.94427896

00:04:24.790 --> 00:04:26.310 it's been, as Judd said,

NOTE Confidence: 0.94427896

00:04:26.310 --> 00:04:27.808 it was amazing to put us together

NOTE Confidence: 0.94427896

00:04:27.808 --> 00:04:29.349 and a lot of insights here.

NOTE Confidence: 0.94427896

00:04:29.350 --> 00:04:30.422 So I'm Emily Hayden.

NOTE Confidence: 0.94427896

00:04:30.422 --> 00:04:32.469 I am the Director of Telehealth for

NOTE Confidence: 0.94427896

00:04:32.469 --> 00:04:34.399 the Department of Emergency Medicine

NOTE Confidence: 0.94427896

00:04:34.399 --> 00:04:35.943 at Massachusetts General Hospital.

NOTE Confidence: 0.94427896

00:04:35.950 --> 00:04:39.282 My outside is the antidote for the ER chef.

NOTE Confidence: 0.94427896

00:04:39.282 --> 00:04:41.134 So I'll pretend I'm a
NOTE Confidence: 0.94427896

00:04:41.134 --> 00:04:42.174 newscaster here outside.
NOTE Confidence: 0.94427896

00:04:42.174 --> 00:04:45.142 So I also have been in the
NOTE Confidence: 0.94427896

00:04:45.142 --> 00:04:47.458 Tele space since 2016, 2017.
NOTE Confidence: 0.94427896

00:04:47.458 --> 00:04:50.636 I've led our specialty of emergency medicine.
NOTE Confidence: 0.94427896

00:04:50.640 --> 00:04:53.118 On some of the aspects of telehealth,
NOTE Confidence: 0.94427896

00:04:53.120 --> 00:04:56.000 such as creating a research agenda
NOTE Confidence: 0.94427896

00:04:56.000 --> 00:04:57.680 for the specialty and telehealth.
NOTE Confidence: 0.94427896

00:04:57.680 --> 00:04:59.395 And I also am on the Telehealth
NOTE Confidence: 0.94427896

00:04:59.395 --> 00:05:01.544 Advisory Board for advisory committee
NOTE Confidence: 0.94427896

00:05:01.544 --> 00:05:04.288 for the AA MC which created the
NOTE Confidence: 0.94427896

00:05:04.288 --> 00:05:06.066 competencies for telehealth and
NOTE Confidence: 0.94427896

00:05:06.066 --> 00:05:08.836 hopefully building up a high quality
NOTE Confidence: 0.94427896

00:05:08.836 --> 00:05:11.584 cadre of physicians from the UME
NOTE Confidence: 0.94427896

00:05:11.584 --> 00:05:13.271 undergraduate medical education all
NOTE Confidence: 0.94427896

00:05:13.271 --> 00:05:15.714 the way up to the faculty level.

NOTE Confidence: 0.94427896
00:05:15.720 --> 00:05:16.200 So thank you.
NOTE Confidence: 0.908177865714286
00:05:16.930 --> 00:05:18.094 Great. Thanks, Emily. Welcome.
NOTE Confidence: 0.908177865714286
00:05:18.094 --> 00:05:18.967 Welcome to everybody.
NOTE Confidence: 0.908177865714286
00:05:18.970 --> 00:05:20.489 Can I have the next slide please?
NOTE Confidence: 0.936899133333333
00:05:23.370 --> 00:05:25.099 So this is what we hope to
NOTE Confidence: 0.936899133333333
00:05:25.099 --> 00:05:26.570 accomplish in the first panel.
NOTE Confidence: 0.936899133333333
00:05:26.570 --> 00:05:29.244 We we really want to talk about
NOTE Confidence: 0.936899133333333
00:05:29.244 --> 00:05:31.330 principles of quality measurement.
NOTE Confidence: 0.936899133333333
00:05:31.330 --> 00:05:33.658 We don't want to talk about
NOTE Confidence: 0.936899133333333
00:05:33.658 --> 00:05:35.210 quality frameworks that exist,
NOTE Confidence: 0.936899133333333
00:05:35.210 --> 00:05:36.729 but but of course somehow we will,
NOTE Confidence: 0.936899133333333
00:05:36.730 --> 00:05:38.767 we will drift and we'll try and
NOTE Confidence: 0.936899133333333
00:05:38.767 --> 00:05:40.706 come back because the next session
NOTE Confidence: 0.936899133333333
00:05:40.706 --> 00:05:42.376 is really on the frameworks.
NOTE Confidence: 0.936899133333333
00:05:42.380 --> 00:05:44.558 So we want to differentiate and
NOTE Confidence: 0.936899133333333

00:05:44.558 --> 00:05:47.003 define quality as it relates to
NOTE Confidence: 0.9368991333333333

00:05:47.003 --> 00:05:49.298 telehealth versus in person visits.
NOTE Confidence: 0.9368991333333333

00:05:49.300 --> 00:05:51.856 And and we will actually discuss quite a bit,
NOTE Confidence: 0.9368991333333333

00:05:51.860 --> 00:05:53.379 is it different, is it the same,
NOTE Confidence: 0.9368991333333333

00:05:53.380 --> 00:05:56.340 what's different, what's the same?
NOTE Confidence: 0.9368991333333333

00:05:56.340 --> 00:05:58.860 We, we want to talk about measuring
NOTE Confidence: 0.9368991333333333

00:05:58.860 --> 00:06:00.867 unique problems related to understanding
NOTE Confidence: 0.9368991333333333

00:06:00.867 --> 00:06:03.164 the success of telehealth on
NOTE Confidence: 0.9368991333333333

00:06:03.164 --> 00:06:05.500 patient and provider experiences.
NOTE Confidence: 0.9368991333333333

00:06:05.500 --> 00:06:07.700 We we think a lot about the patients.
NOTE Confidence: 0.9368991333333333

00:06:07.700 --> 00:06:09.110 But the patient's having a good
NOTE Confidence: 0.9368991333333333

00:06:09.110 --> 00:06:10.700 experience is driven by the providers.
NOTE Confidence: 0.9368991333333333

00:06:10.700 --> 00:06:12.820 So you'll hear quite a bit about that.
NOTE Confidence: 0.9368991333333333

00:06:12.820 --> 00:06:13.648 And finally,
NOTE Confidence: 0.9368991333333333

00:06:13.648 --> 00:06:16.132 we really want to evaluate quality
NOTE Confidence: 0.9368991333333333

00:06:16.132 --> 00:06:18.269 and telemedicine as a means to

NOTE Confidence: 0.936899133333333
00:06:18.269 --> 00:06:19.814 a care continuum of patients.
NOTE Confidence: 0.936899133333333
00:06:19.820 --> 00:06:21.662 And I won't explain what that
NOTE Confidence: 0.936899133333333
00:06:21.662 --> 00:06:23.561 means because the next hour is
NOTE Confidence: 0.936899133333333
00:06:23.561 --> 00:06:25.379 going to discuss what that means.
NOTE Confidence: 0.936899133333333
00:06:25.380 --> 00:06:26.538 Can we have the next slide,
NOTE Confidence: 0.936899133333333
00:06:26.540 --> 00:06:26.980 please,
NOTE Confidence: 0.93622824
00:06:30.460 --> 00:06:31.580 upside, Did we skip one?
NOTE Confidence: 0.792483613333333
00:06:34.060 --> 00:06:36.086 No, Okay. So I think Susan, you are
NOTE Confidence: 0.792483613333333
00:06:36.086 --> 00:06:38.380 up first, if I have this right. Yes,
NOTE Confidence: 0.92817752
00:06:38.380 --> 00:06:41.340 you do. So can we go to the next slide?
NOTE Confidence: 0.944087276190476
00:06:43.740 --> 00:06:45.636 So I'm going to give a quick overview
NOTE Confidence: 0.944087276190476
00:06:45.636 --> 00:06:48.170 of a little bit about what we've learned
NOTE Confidence: 0.944087276190476
00:06:48.170 --> 00:06:50.300 about how patients view telemedicine,
NOTE Confidence: 0.944087276190476
00:06:50.300 --> 00:06:53.000 some of the challenges and how
NOTE Confidence: 0.944087276190476
00:06:53.000 --> 00:06:54.311 we're measuring telemedicine
NOTE Confidence: 0.944087276190476

00:06:54.311 --> 00:06:56.777 through the eyes of the patient.
NOTE Confidence: 0.944087276190476

00:06:56.780 --> 00:06:59.370 So we have been measuring
NOTE Confidence: 0.944087276190476

00:06:59.370 --> 00:07:00.924 our telehealth visits.
NOTE Confidence: 0.944087276190476

00:07:00.930 --> 00:07:03.002 Since July of 2020,
NOTE Confidence: 0.944087276190476

00:07:03.002 --> 00:07:06.110 in most of the organizations that
NOTE Confidence: 0.944087276190476

00:07:06.212 --> 00:07:09.492 comprise the Mass General Brigham
NOTE Confidence: 0.944087276190476

00:07:09.492 --> 00:07:11.890 Health System at this point in time,
NOTE Confidence: 0.944087276190476

00:07:11.890 --> 00:07:16.306 we have over 1.5 million survey responses.
NOTE Confidence: 0.944087276190476

00:07:16.306 --> 00:07:19.500 Obviously, they're not all about telehealth.
NOTE Confidence: 0.944087276190476

00:07:19.500 --> 00:07:21.628 But we have been measuring them in
NOTE Confidence: 0.944087276190476

00:07:21.628 --> 00:07:24.299 all of our ambulatory care settings,
NOTE Confidence: 0.944087276190476

00:07:24.300 --> 00:07:26.652 and we do the measurement in a way
NOTE Confidence: 0.944087276190476

00:07:26.652 --> 00:07:29.031 that we ask the same items regardless
NOTE Confidence: 0.944087276190476

00:07:29.031 --> 00:07:31.183 of whether it was a telehealth
NOTE Confidence: 0.944087276190476

00:07:31.183 --> 00:07:33.696 visit or a face to face visit,
NOTE Confidence: 0.944087276190476

00:07:33.700 --> 00:07:37.436 which allows us to compare how how much

NOTE Confidence: 0.944087276190476
00:07:37.436 --> 00:07:40.899 people are enjoying one or the other.
NOTE Confidence: 0.944087276190476
00:07:40.900 --> 00:07:41.704 And consistently,
NOTE Confidence: 0.944087276190476
00:07:41.704 --> 00:07:43.714 our scores on our telehealth
NOTE Confidence: 0.944087276190476
00:07:43.714 --> 00:07:46.061 visits are a little bit higher
NOTE Confidence: 0.944087276190476
00:07:46.061 --> 00:07:48.197 than our face to face visits.
NOTE Confidence: 0.944087276190476
00:07:48.200 --> 00:07:51.100 We also collect thousands of
NOTE Confidence: 0.944087276190476
00:07:51.100 --> 00:07:54.000 comments that I review frequently.
NOTE Confidence: 0.944087276190476
00:07:54.000 --> 00:07:56.023 The positives that we see in the
NOTE Confidence: 0.944087276190476
00:07:56.023 --> 00:07:57.862 comments are that people love the
NOTE Confidence: 0.944087276190476
00:07:57.862 --> 00:07:59.674 fact they don't have to travel.
NOTE Confidence: 0.944087276190476
00:07:59.680 --> 00:08:00.529 Many of these,
NOTE Confidence: 0.944087276190476
00:08:00.529 --> 00:08:02.760 I'm sure you are all well aware of,
NOTE Confidence: 0.944087276190476
00:08:02.760 --> 00:08:04.518 they don't have to park some
NOTE Confidence: 0.944087276190476
00:08:04.518 --> 00:08:05.397 of our organizations.
NOTE Confidence: 0.944087276190476
00:08:05.400 --> 00:08:07.290 It's very challenging to park and
NOTE Confidence: 0.944087276190476

00:08:07.290 --> 00:08:09.339 they don't have to sort their
NOTE Confidence: 0.944087276190476

00:08:09.339 --> 00:08:11.154 way through a very complicated,
NOTE Confidence: 0.944087276190476

00:08:11.160 --> 00:08:12.072 large institution.
NOTE Confidence: 0.944087276190476

00:08:12.072 --> 00:08:14.808 They don't have to wait for
NOTE Confidence: 0.944087276190476

00:08:14.808 --> 00:08:16.560 rides to get home.
NOTE Confidence: 0.944087276190476

00:08:16.560 --> 00:08:18.756 And they don't have any interactions
NOTE Confidence: 0.944087276190476

00:08:18.756 --> 00:08:21.220 with some of the very challenging
NOTE Confidence: 0.944087276190476

00:08:21.220 --> 00:08:23.535 COVID requirements that are necessary
NOTE Confidence: 0.944087276190476

00:08:23.535 --> 00:08:26.517 right now to get into our organizations
NOTE Confidence: 0.944087276190476

00:08:26.517 --> 00:08:28.797 to even get into a practice.
NOTE Confidence: 0.944087276190476

00:08:28.800 --> 00:08:31.689 They also talk a lot about how much they
NOTE Confidence: 0.944087276190476

00:08:31.689 --> 00:08:34.079 like having the undivided attention
NOTE Confidence: 0.944087276190476

00:08:34.079 --> 00:08:37.073 from their clinicians during the visit.
NOTE Confidence: 0.944087276190476

00:08:37.080 --> 00:08:39.649 They don't have to interact with the
NOTE Confidence: 0.944087276190476

00:08:39.649 --> 00:08:42.479 cast have been her once they check in.
NOTE Confidence: 0.944087276190476

00:08:42.480 --> 00:08:43.780 They're not meeting with lots

NOTE Confidence: 0.944087276190476
00:08:43.780 --> 00:08:44.560 of different people,
NOTE Confidence: 0.944087276190476
00:08:44.560 --> 00:08:46.570 many of whom they don't really
NOTE Confidence: 0.944087276190476
00:08:46.570 --> 00:08:48.200 understand what their roles are,
NOTE Confidence: 0.944087276190476
00:08:48.200 --> 00:08:50.811 and they very much enjoy the longer
NOTE Confidence: 0.944087276190476
00:08:50.811 --> 00:08:53.320 time with their doctors that their
NOTE Confidence: 0.944087276190476
00:08:53.320 --> 00:08:54.980 nurse practitioners and PA's.
NOTE Confidence: 0.944087276190476
00:08:54.980 --> 00:08:57.470 They also really like being able
NOTE Confidence: 0.944087276190476
00:08:57.539 --> 00:08:59.279 to include family members,
NOTE Confidence: 0.944087276190476
00:08:59.280 --> 00:09:02.430 and I think during COVID this
NOTE Confidence: 0.944087276190476
00:09:02.430 --> 00:09:04.005 was especially important.
NOTE Confidence: 0.944087276190476
00:09:04.010 --> 00:09:06.047 When people were having to have difficult,
NOTE Confidence: 0.944087276190476
00:09:06.050 --> 00:09:07.890 serious illness conversations and
NOTE Confidence: 0.944087276190476
00:09:07.890 --> 00:09:10.650 they couldn't be with their children,
NOTE Confidence: 0.944087276190476
00:09:10.650 --> 00:09:13.450 and their children were maybe
NOTE Confidence: 0.944087276190476
00:09:13.450 --> 00:09:15.628 nowhere near Boston and they were
NOTE Confidence: 0.944087276190476

00:09:15.628 --> 00:09:18.866 able to bring them in to have a lot
NOTE Confidence: 0.944087276190476

00:09:18.866 --> 00:09:20.576 of these conversations that were
NOTE Confidence: 0.944087276190476

00:09:20.652 --> 00:09:22.888 incredibly powerful and helpful.
NOTE Confidence: 0.944087276190476

00:09:22.890 --> 00:09:24.618 And they also can show their
NOTE Confidence: 0.944087276190476

00:09:24.618 --> 00:09:25.770 clinicians around their home.
NOTE Confidence: 0.944087276190476

00:09:25.770 --> 00:09:28.052 They can take them and show them
NOTE Confidence: 0.944087276190476

00:09:28.052 --> 00:09:29.030 the medicine cabinet.
NOTE Confidence: 0.944087276190476

00:09:29.030 --> 00:09:31.022 Various things that may be obstacles
NOTE Confidence: 0.944087276190476

00:09:31.022 --> 00:09:33.056 that would be very difficult to
NOTE Confidence: 0.944087276190476

00:09:33.056 --> 00:09:35.310 explain if they were in the office.
NOTE Confidence: 0.944087276190476

00:09:35.310 --> 00:09:37.186 The negatives that we have and we
NOTE Confidence: 0.944087276190476

00:09:37.186 --> 00:09:39.427 spent a lot of time talking about
NOTE Confidence: 0.944087276190476

00:09:39.427 --> 00:09:41.147 this at last year's symposium,
NOTE Confidence: 0.944087276190476

00:09:41.150 --> 00:09:43.670 and I think it's one of the huge
NOTE Confidence: 0.944087276190476

00:09:43.670 --> 00:09:45.608 challenges in general for telehealth
NOTE Confidence: 0.944087276190476

00:09:45.608 --> 00:09:48.485 is trying to provide the same quality

NOTE Confidence: 0.944087276190476
00:09:48.560 --> 00:09:50.961 of care to people that are very
NOTE Confidence: 0.944087276190476
00:09:50.961 --> 00:09:52.742 challenged with no Internet access.
NOTE Confidence: 0.944087276190476
00:09:52.742 --> 00:09:54.622 They work in environments where
NOTE Confidence: 0.944087276190476
00:09:54.622 --> 00:09:56.310 they have no privacy,
NOTE Confidence: 0.944087276190476
00:09:56.310 --> 00:09:57.820 or they're live in home
NOTE Confidence: 0.944087276190476
00:09:57.820 --> 00:09:59.330 environments where they have no
NOTE Confidence: 0.873860658181818
00:09:59.390 --> 00:10:01.910 privacy. For a confidential visit,
NOTE Confidence: 0.873860658181818
00:10:01.910 --> 00:10:03.470 they need interpreters,
NOTE Confidence: 0.873860658181818
00:10:03.470 --> 00:10:05.726 and being able to connect our
NOTE Confidence: 0.873860658181818
00:10:05.726 --> 00:10:07.230 interpreters is sometimes a
NOTE Confidence: 0.873860658181818
00:10:07.302 --> 00:10:09.347 bit challenging during a visit.
NOTE Confidence: 0.873860658181818
00:10:09.350 --> 00:10:11.415 And the other thing that we see
NOTE Confidence: 0.873860658181818
00:10:11.415 --> 00:10:13.896 comments about a lot is we've very much
NOTE Confidence: 0.873860658181818
00:10:13.896 --> 00:10:16.122 trained our patients that a visit is
NOTE Confidence: 0.873860658181818
00:10:16.122 --> 00:10:18.313 not a real visit if someone doesn't
NOTE Confidence: 0.873860658181818

00:10:18.313 --> 00:10:20.410 listen to their heart and lungs.
NOTE Confidence: 0.873860658181818

00:10:20.410 --> 00:10:22.258 Our clinicians know that's
NOTE Confidence: 0.873860658181818

00:10:22.258 --> 00:10:23.644 not necessarily true,
NOTE Confidence: 0.873860658181818

00:10:23.650 --> 00:10:26.086 but our patients don't really know that.
NOTE Confidence: 0.873860658181818

00:10:26.090 --> 00:10:28.370 So let's keep going to the next slide.
NOTE Confidence: 0.838122506

00:10:29.850 --> 00:10:31.650 Susan, I promised to interrupt,
NOTE Confidence: 0.838122506

00:10:31.650 --> 00:10:33.610 so I'll, I'll throw the first volley
NOTE Confidence: 0.838122506

00:10:33.610 --> 00:10:36.127 out at you if you can go back a slide.
NOTE Confidence: 0.838122506

00:10:36.130 --> 00:10:38.850 Although it's not the area of my expertise,
NOTE Confidence: 0.838122506

00:10:38.850 --> 00:10:41.349 I have heard from our Chief Experience
NOTE Confidence: 0.838122506

00:10:41.349 --> 00:10:44.056 Officer that H CAP scores have plummeted
NOTE Confidence: 0.838122506

00:10:44.056 --> 00:10:47.010 during times of COVID across the country,
NOTE Confidence: 0.838122506

00:10:47.010 --> 00:10:49.953 in a large part related to lack of visitors
NOTE Confidence: 0.838122506

00:10:49.953 --> 00:10:53.127 in the inpatient setting and other things.
NOTE Confidence: 0.838122506

00:10:53.130 --> 00:10:56.442 And I wonder if you could speak to the
NOTE Confidence: 0.838122506

00:10:56.442 --> 00:10:58.810 initial patient experience metrics early

NOTE Confidence: 0.838122506

00:10:58.810 --> 00:11:02.946 on in COVID when people had no choice and

NOTE Confidence: 0.838122506

00:11:02.946 --> 00:11:06.000 then later on in COVID where people could.

NOTE Confidence: 0.838122506

00:11:06.000 --> 00:11:08.170 Come back to the office or later.

NOTE Confidence: 0.838122506

00:11:08.170 --> 00:11:10.390 Have you seen a difference both

NOTE Confidence: 0.838122506

00:11:10.390 --> 00:11:12.342 in the ambulatory office visits

NOTE Confidence: 0.838122506

00:11:12.342 --> 00:11:14.327 and in the telehealth visits?

NOTE Confidence: 0.92616484

00:11:14.610 --> 00:11:16.170 We No, we have not.

NOTE Confidence: 0.92616484

00:11:16.170 --> 00:11:18.730 I mean, what we've seen is a drop

NOTE Confidence: 0.92616484

00:11:18.730 --> 00:11:21.249 in the the the number of telehealth

NOTE Confidence: 0.92616484

00:11:21.249 --> 00:11:23.727 visits compared to a year ago,

NOTE Confidence: 0.92616484

00:11:23.730 --> 00:11:25.128 a year and a half ago.

NOTE Confidence: 0.92616484

00:11:25.130 --> 00:11:27.830 But we have not seen a big drop in

NOTE Confidence: 0.92616484

00:11:27.830 --> 00:11:30.124 people satisfaction with them and

NOTE Confidence: 0.92616484

00:11:30.124 --> 00:11:32.146 what they're telling us about their

NOTE Confidence: 0.92616484

00:11:32.146 --> 00:11:34.000 experiences with communication, etc.

NOTE Confidence: 0.92616484

00:11:34.000 --> 00:11:36.100 You know some of the access
NOTE Confidence: 0.92616484

00:11:36.100 --> 00:11:37.890 issues they had early on,
NOTE Confidence: 0.92616484

00:11:37.890 --> 00:11:39.773 they still have and actually we have
NOTE Confidence: 0.92616484

00:11:39.773 --> 00:11:42.005 not seen the drop in our H Gap scores.
NOTE Confidence: 0.92616484

00:11:42.010 --> 00:11:44.558 And I think nationally I don't think
NOTE Confidence: 0.92616484

00:11:44.558 --> 00:11:46.953 that's been a common pattern because
NOTE Confidence: 0.92616484

00:11:46.953 --> 00:11:49.809 if anything what we have found is
NOTE Confidence: 0.92616484

00:11:49.886 --> 00:11:52.334 that our patients were so incredibly
NOTE Confidence: 0.92616484

00:11:52.334 --> 00:11:55.296 grateful to even be able to get
NOTE Confidence: 0.92616484

00:11:55.296 --> 00:11:57.506 there that our patient experience
NOTE Confidence: 0.92616484

00:11:57.506 --> 00:12:00.090 they just stayed pretty static
NOTE Confidence: 0.92616484

00:12:00.090 --> 00:12:02.210 across the the last year and a half.
NOTE Confidence: 0.899314475

00:12:02.550 --> 00:12:04.670 So, so a follow up question to that,
NOTE Confidence: 0.899314475

00:12:04.670 --> 00:12:06.994 because I think what I heard you
NOTE Confidence: 0.899314475

00:12:06.994 --> 00:12:08.943 say is telehealth experience scores
NOTE Confidence: 0.899314475

00:12:08.943 --> 00:12:11.138 beat in person experience scores

NOTE Confidence: 0.899314475

00:12:11.138 --> 00:12:13.389 and they stayed beating them,

NOTE Confidence: 0.899314475

00:12:13.390 --> 00:12:16.504 but yet telehealth as a percent

NOTE Confidence: 0.899314475

00:12:16.504 --> 00:12:18.580 of visits fell off.

NOTE Confidence: 0.899314475

00:12:18.580 --> 00:12:20.792 So, So what do you think explains

NOTE Confidence: 0.899314475

00:12:20.792 --> 00:12:22.692 that if the patient experience

NOTE Confidence: 0.899314475

00:12:22.692 --> 00:12:25.308 is better but the patients have

NOTE Confidence: 0.899314475

00:12:25.308 --> 00:12:27.945 resorted to what they would consider

NOTE Confidence: 0.899314475

00:12:27.945 --> 00:12:30.055 maybe a less good experience?

NOTE Confidence: 0.92643387

00:12:30.420 --> 00:12:31.812 I think I mean and when

NOTE Confidence: 0.92643387

00:12:31.812 --> 00:12:32.740 I say they're different,

NOTE Confidence: 0.92643387

00:12:32.740 --> 00:12:35.380 they're not dramatically more positive,

NOTE Confidence: 0.92643387

00:12:35.380 --> 00:12:37.300 but they are more positive.

NOTE Confidence: 0.92643387

00:12:37.300 --> 00:12:39.827 And I think in some respects what

NOTE Confidence: 0.92643387

00:12:39.827 --> 00:12:42.241 has changed that is that our

NOTE Confidence: 0.92643387

00:12:42.241 --> 00:12:44.336 system has really been encouraging

NOTE Confidence: 0.92643387

00:12:44.336 --> 00:12:47.232 patients to come in for face to
NOTE Confidence: 0.92643387

00:12:47.232 --> 00:12:49.217 face visits whenever it's possible.
NOTE Confidence: 0.92643387

00:12:49.220 --> 00:12:51.220 We've also changed some of
NOTE Confidence: 0.92643387

00:12:51.220 --> 00:12:52.420 our policies about,
NOTE Confidence: 0.92643387

00:12:52.420 --> 00:12:55.136 and I'm most familiar with primary care,
NOTE Confidence: 0.92643387

00:12:55.140 --> 00:12:57.456 but where people can actually we
NOTE Confidence: 0.92643387

00:12:57.456 --> 00:13:00.346 were it was fine for people to be
NOTE Confidence: 0.92643387

00:13:00.346 --> 00:13:02.300 at home doing telehealth visits.
NOTE Confidence: 0.92643387

00:13:02.300 --> 00:13:05.748 I think there's been a lot of encouragement,
NOTE Confidence: 0.92643387

00:13:05.748 --> 00:13:07.956 if you will, of our clinicians
NOTE Confidence: 0.92643387

00:13:07.956 --> 00:13:10.149 to come back into the office.
NOTE Confidence: 0.92643387

00:13:10.150 --> 00:13:12.562 So that they can do face to face and
NOTE Confidence: 0.92643387

00:13:12.562 --> 00:13:14.550 telehealth visits given that more people
NOTE Confidence: 0.92643387

00:13:14.550 --> 00:13:16.670 are coming in for telehealth visits.
NOTE Confidence: 0.92643387

00:13:16.670 --> 00:13:19.793 And I also think a lot of people had
NOTE Confidence: 0.92643387

00:13:19.793 --> 00:13:21.936 postponed care that are now coming

NOTE Confidence: 0.92643387

00:13:21.936 --> 00:13:24.892 back in for in person visits where they

NOTE Confidence: 0.92643387

00:13:24.892 --> 00:13:27.867 really do need to be seen in person.

NOTE Confidence: 0.92643387

00:13:27.870 --> 00:13:30.070 Thank you.

NOTE Confidence: 0.92643387

00:13:30.070 --> 00:13:30.910 Should I go on?

NOTE Confidence: 0.937977361428571

00:13:32.860 --> 00:13:34.200 Please do. Someone else will

NOTE Confidence: 0.937977361428571

00:13:34.200 --> 00:13:35.619 interrupt shortly, but until okay.

NOTE Confidence: 0.9402536

00:13:36.940 --> 00:13:39.582 So some of the opportunities that

NOTE Confidence: 0.9402536

00:13:39.582 --> 00:13:42.116 we see and it's something that we're

NOTE Confidence: 0.9402536

00:13:42.116 --> 00:13:44.766 really trying to think about how we can

NOTE Confidence: 0.9402536

00:13:44.766 --> 00:13:47.427 learn much more about this is how do we

NOTE Confidence: 0.9402536

00:13:47.427 --> 00:13:49.758 figure out how to match the visit mode.

NOTE Confidence: 0.9402536

00:13:49.758 --> 00:13:52.040 To the problem that the patient is

NOTE Confidence: 0.9402536

00:13:52.108 --> 00:13:54.508 having so that we can be sure to

NOTE Confidence: 0.9402536

00:13:54.508 --> 00:13:56.480 enhance their safety and outcomes,

NOTE Confidence: 0.9402536

00:13:56.480 --> 00:13:59.324 when is it okay to do safely do a

NOTE Confidence: 0.9402536

00:13:59.324 --> 00:14:01.188 telehealth visit versus when do
NOTE Confidence: 0.9402536

00:14:01.188 --> 00:14:03.680 we really need someone to come in?
NOTE Confidence: 0.9402536

00:14:03.680 --> 00:14:05.792 And one example of this is that a
NOTE Confidence: 0.9402536

00:14:05.792 --> 00:14:08.066 lot of our patients like the longer
NOTE Confidence: 0.9402536

00:14:08.066 --> 00:14:10.704 time that they get for their annual
NOTE Confidence: 0.9402536

00:14:10.704 --> 00:14:12.919 physical exam done via telehealth,
NOTE Confidence: 0.9402536

00:14:12.920 --> 00:14:14.828 but they really get concerned because
NOTE Confidence: 0.9402536

00:14:14.828 --> 00:14:17.019 they're not having an annual physical.
NOTE Confidence: 0.9402536

00:14:17.020 --> 00:14:19.860 And they worry about that even if they're
NOTE Confidence: 0.9402536

00:14:19.860 --> 00:14:21.660 perfectly healthy and asymptomatic.
NOTE Confidence: 0.9402536

00:14:21.660 --> 00:14:25.094 And so figuring out how do we match again
NOTE Confidence: 0.9402536

00:14:25.094 --> 00:14:27.150 the mode of the visit to the problem
NOTE Confidence: 0.9402536

00:14:27.212 --> 00:14:29.550 that people are having and what they're
NOTE Confidence: 0.9402536

00:14:29.550 --> 00:14:31.555 comfortable with and where necessary,
NOTE Confidence: 0.9402536

00:14:31.555 --> 00:14:34.225 how do we begin to reeducate
NOTE Confidence: 0.9402536

00:14:34.225 --> 00:14:36.864 patients about what is safe with

NOTE Confidence: 0.9402536

00:14:36.864 --> 00:14:38.974 telehealth versus face to face.

NOTE Confidence: 0.9402536

00:14:38.980 --> 00:14:41.199 And again I I already mentioned that

NOTE Confidence: 0.9402536

00:14:41.199 --> 00:14:43.257 the need to address misconceptions

NOTE Confidence: 0.9402536

00:14:43.257 --> 00:14:45.329 about the physical exam.

NOTE Confidence: 0.9402536

00:14:45.330 --> 00:14:47.885 Another thing that we are talking about,

NOTE Confidence: 0.9402536

00:14:47.890 --> 00:14:51.290 and I know I think that Francis Fulham,

NOTE Confidence: 0.9402536

00:14:51.290 --> 00:14:52.730 who's speaking later today,

NOTE Confidence: 0.9402536

00:14:52.730 --> 00:14:55.090 is also going to say something about this,

NOTE Confidence: 0.9402536

00:14:55.090 --> 00:14:58.100 is how could we provide equipment or

NOTE Confidence: 0.9402536

00:14:58.100 --> 00:15:01.388 tools for people at home that would make

NOTE Confidence: 0.9402536

00:15:01.388 --> 00:15:05.083 it much easier for them to get chronic

NOTE Confidence: 0.9402536

00:15:05.083 --> 00:15:07.923 disease management virtually with scales,

NOTE Confidence: 0.9402536

00:15:07.930 --> 00:15:09.280 blood pressure cuffs,

NOTE Confidence: 0.9402536

00:15:09.280 --> 00:15:09.730 glucometers,

NOTE Confidence: 0.9402536

00:15:09.730 --> 00:15:12.782 various screening tests that can be done

NOTE Confidence: 0.9402536

00:15:12.782 --> 00:15:15.329 at home to avoid their need to come in.

NOTE Confidence: 0.9402536

00:15:15.330 --> 00:15:17.682 Because many of the patients with

NOTE Confidence: 0.9402536

00:15:17.682 --> 00:15:20.107 chronic conditions are the ones who

NOTE Confidence: 0.9402536

00:15:20.107 --> 00:15:22.459 have the most challenges getting into

NOTE Confidence: 0.9402536

00:15:22.459 --> 00:15:24.687 our hospitals and to our practices.

NOTE Confidence: 0.9402536

00:15:24.690 --> 00:15:26.190 So that's something that we're

NOTE Confidence: 0.9402536

00:15:26.190 --> 00:15:27.090 also thinking about.

NOTE Confidence: 0.93824092

00:15:27.570 --> 00:15:29.330 So I'm not an internist,

NOTE Confidence: 0.93824092

00:15:29.330 --> 00:15:31.148 although I trained an internal medicine

NOTE Confidence: 0.93824092

00:15:31.148 --> 00:15:32.850 and boarded an internal medicine,

NOTE Confidence: 0.93824092

00:15:32.850 --> 00:15:35.286 but I don't practice internal medicine.

NOTE Confidence: 0.93824092

00:15:35.290 --> 00:15:39.880 I'm curious what parts of the physical exam.

NOTE Confidence: 0.93824092

00:15:39.880 --> 00:15:41.962 Is there evidence they make a

NOTE Confidence: 0.93824092

00:15:41.962 --> 00:15:43.774 difference in health and Wellness

NOTE Confidence: 0.93824092

00:15:43.774 --> 00:15:46.606 and how many of them could be

NOTE Confidence: 0.93824092

00:15:46.606 --> 00:15:48.440 accomplished by a blood pressure cuff?

NOTE Confidence: 0.93824092

00:15:48.440 --> 00:15:50.603 Like I can easily believe that finding

NOTE Confidence: 0.93824092

00:15:50.603 --> 00:15:52.836 out you have hypertension is a really

NOTE Confidence: 0.93824092

00:15:52.836 --> 00:15:55.550 good thing to find out and most people

NOTE Confidence: 0.93824092

00:15:55.550 --> 00:15:57.920 figure it out when they're asymptomatic.

NOTE Confidence: 0.93824092

00:15:57.920 --> 00:16:01.668 But if you know or you know anybody

NOTE Confidence: 0.93824092

00:16:01.668 --> 00:16:03.753 knows where are the areas it's

NOTE Confidence: 0.93824092

00:16:03.753 --> 00:16:06.168 proven that that it's going to make

NOTE Confidence: 0.93824092

00:16:06.243 --> 00:16:08.799 patients healthier and well for long.

NOTE Confidence: 0.93824092

00:16:08.800 --> 00:16:10.320 And and then within that,

NOTE Confidence: 0.93824092

00:16:10.320 --> 00:16:14.256 are there areas that we could do with

NOTE Confidence: 0.93824092

00:16:14.256 --> 00:16:17.240 remote devices or wearables or yet,

NOTE Confidence: 0.93824092

00:16:17.240 --> 00:16:18.998 you know, easier ways for patients?

NOTE Confidence: 0.921602025

00:16:19.480 --> 00:16:22.198 Yeah, I'm a family medicine PA,

NOTE Confidence: 0.921602025

00:16:22.200 --> 00:16:24.475 so I'm not just making this up,

NOTE Confidence: 0.921602025

00:16:24.480 --> 00:16:27.784 but there is a lot of debate about

NOTE Confidence: 0.921602025

00:16:27.784 --> 00:16:31.285 the value of the physical exam and
NOTE Confidence: 0.921602025

00:16:31.285 --> 00:16:33.865 an annual physical exam visit.
NOTE Confidence: 0.921602025

00:16:33.870 --> 00:16:35.630 Some doctors are huge proponents
NOTE Confidence: 0.921602025

00:16:35.630 --> 00:16:37.848 because it gives them an opportunity
NOTE Confidence: 0.921602025

00:16:37.848 --> 00:16:40.230 to spend more time with patients.
NOTE Confidence: 0.921602025

00:16:40.230 --> 00:16:42.736 But you know, and some some physicians
NOTE Confidence: 0.921602025

00:16:42.736 --> 00:16:45.409 and other providers think that doing that
NOTE Confidence: 0.921602025

00:16:45.409 --> 00:16:47.707 annual physical exam is really critical.
NOTE Confidence: 0.921602025

00:16:47.710 --> 00:16:48.336 Others don't.
NOTE Confidence: 0.921602025

00:16:48.336 --> 00:16:49.901 There's been a debate about
NOTE Confidence: 0.921602025

00:16:49.901 --> 00:16:51.887 the need for this for a while.
NOTE Confidence: 0.921602025

00:16:51.890 --> 00:16:53.864 I think that the other things
NOTE Confidence: 0.921602025

00:16:53.864 --> 00:16:55.930 that we can do remotely,
NOTE Confidence: 0.921602025

00:16:55.930 --> 00:16:57.838 I know in an organization that
NOTE Confidence: 0.921602025

00:16:57.838 --> 00:17:00.493 I used to run called the Picker
NOTE Confidence: 0.921602025

00:17:00.493 --> 00:17:02.663 Institute where we were always

NOTE Confidence: 0.921602025

00:17:02.663 --> 00:17:05.002 looking for really effective

NOTE Confidence: 0.921602025

00:17:05.002 --> 00:17:07.087 patient centered interventions,

NOTE Confidence: 0.921602025

00:17:07.090 --> 00:17:10.338 we were featuring oncologist

NOTE Confidence: 0.921602025

00:17:10.338 --> 00:17:12.774 from cancer centers.

NOTE Confidence: 0.921602025

00:17:12.780 --> 00:17:15.349 Who were taking care of adults and

NOTE Confidence: 0.921602025

00:17:15.349 --> 00:17:17.050 children remotely because they have

NOTE Confidence: 0.921602025

00:17:17.050 --> 00:17:19.202 so many people that come in to see

NOTE Confidence: 0.921602025

00:17:19.265 --> 00:17:21.274 them from all over the world using

NOTE Confidence: 0.921602025

00:17:21.274 --> 00:17:23.852 all sorts of remote devices to do

NOTE Confidence: 0.921602025

00:17:23.852 --> 00:17:26.420 everything from listen to someone's cough,

NOTE Confidence: 0.921602025

00:17:26.420 --> 00:17:28.020 look in their ears,

NOTE Confidence: 0.921602025

00:17:28.020 --> 00:17:30.020 look in their throats etcetera.

NOTE Confidence: 0.921602025

00:17:30.020 --> 00:17:33.250 And this was in the early 90s and we don't,

NOTE Confidence: 0.921602025

00:17:33.250 --> 00:17:36.100 I don't see a lot of that right now,

NOTE Confidence: 0.921602025

00:17:36.100 --> 00:17:38.165 but I think that a lot of

NOTE Confidence: 0.921602025

00:17:38.165 --> 00:17:39.597 those tools and resources.
NOTE Confidence: 0.921602025

00:17:39.597 --> 00:17:42.250 Have been around and could be brought
NOTE Confidence: 0.921602025

00:17:42.316 --> 00:17:44.668 back into play to do the kinds of
NOTE Confidence: 0.921602025

00:17:44.668 --> 00:17:46.952 things that I think our patients are
NOTE Confidence: 0.921602025

00:17:46.952 --> 00:17:48.910 wondering if we can offer to them,
NOTE Confidence: 0.9402536

00:17:53.150 --> 00:17:56.255 should I keep going okay.
NOTE Confidence: 0.9402536

00:17:56.255 --> 00:17:59.015 So I also just want to mention a
NOTE Confidence: 0.9402536

00:17:59.015 --> 00:18:01.664 little bit about what the CAPS
NOTE Confidence: 0.9402536

00:18:01.664 --> 00:18:03.440 consortium has done because.
NOTE Confidence: 0.9402536

00:18:03.440 --> 00:18:06.320 Back in the spring of 2020,
NOTE Confidence: 0.9402536

00:18:06.320 --> 00:18:09.704 we began to work on developing A telehealth
NOTE Confidence: 0.9402536

00:18:09.704 --> 00:18:12.537 visit survey that would be incorporated
NOTE Confidence: 0.9402536

00:18:12.537 --> 00:18:15.393 into the Clinician Group CAP survey,
NOTE Confidence: 0.9402536

00:18:15.400 --> 00:18:18.550 which is the most commonly used ambulatory
NOTE Confidence: 0.9402536

00:18:18.550 --> 00:18:21.677 survey in the CAP suite of surveys.
NOTE Confidence: 0.9402536

00:18:21.680 --> 00:18:24.968 And again, this was designed so that you

NOTE Confidence: 0.9402536

00:18:24.968 --> 00:18:27.812 could compare a telephone visit with a

NOTE Confidence: 0.9402536

00:18:27.812 --> 00:18:31.130 virtual video visit with a Facetoface visit.

NOTE Confidence: 0.9402536

00:18:31.130 --> 00:18:34.010 This has been piloted across the

NOTE Confidence: 0.9402536

00:18:34.010 --> 00:18:36.092 VA and we're also talking with

NOTE Confidence: 0.9402536

00:18:36.092 --> 00:18:37.730 other sites about piloting in.

NOTE Confidence: 0.9402536

00:18:37.730 --> 00:18:39.750 And if anyone's interested,

NOTE Confidence: 0.9402536

00:18:39.750 --> 00:18:41.770 please let me know.

NOTE Confidence: 0.9402536

00:18:41.770 --> 00:18:44.626 And it's been challenging and it's been

NOTE Confidence: 0.9402536

00:18:44.626 --> 00:18:46.950 challenging in ways that we thought

NOTE Confidence: 0.9402536

00:18:46.950 --> 00:18:50.730 were I think naively would be easier.

NOTE Confidence: 0.9402536

00:18:50.730 --> 00:18:52.529 But I think it highlights some of

NOTE Confidence: 0.9402536

00:18:52.529 --> 00:18:54.593 the work that we need to do around

NOTE Confidence: 0.9402536

00:18:54.593 --> 00:18:56.490 the language we use with telehealth,

NOTE Confidence: 0.9402536

00:18:56.490 --> 00:18:58.176 telemedicine, televisits, etcetera.

NOTE Confidence: 0.9402536

00:18:58.176 --> 00:19:01.548 So we did extensive cognitive testing

NOTE Confidence: 0.9402536

00:19:01.548 --> 00:19:04.088 with the public to figure out how
NOTE Confidence: 0.9402536

00:19:04.088 --> 00:19:06.927 do we make sure that when we are
NOTE Confidence: 0.9402536

00:19:06.927 --> 00:19:09.171 asking somebody about a phone visit
NOTE Confidence: 0.9402536

00:19:09.180 --> 00:19:11.230 that they are understanding that
NOTE Confidence: 0.9402536

00:19:11.230 --> 00:19:14.344 that is a telehealth phone visit and
NOTE Confidence: 0.9402536

00:19:14.344 --> 00:19:17.170 it's a virtual visit where they're
NOTE Confidence: 0.9402536

00:19:17.247 --> 00:19:19.506 seeing someone on camera etcetera.
NOTE Confidence: 0.9402536

00:19:19.506 --> 00:19:23.024 And in the VA pilot, which was quite large,
NOTE Confidence: 0.9402536

00:19:23.024 --> 00:19:25.734 what we saw is when they went
NOTE Confidence: 0.9402536

00:19:25.734 --> 00:19:28.164 in and looked at the responses.
NOTE Confidence: 0.9402536

00:19:28.170 --> 00:19:30.648 The responses about type of visit
NOTE Confidence: 0.9402536

00:19:30.648 --> 00:19:32.713 did not necessarily agree with
NOTE Confidence: 0.9402536

00:19:32.713 --> 00:19:35.114 what the record said about how the
NOTE Confidence: 0.9402536

00:19:35.114 --> 00:19:36.570 visit was delivered.
NOTE Confidence: 0.9402536

00:19:36.570 --> 00:19:38.010 And at first we thought,
NOTE Confidence: 0.9402536

00:19:38.010 --> 00:19:38.258 well,

NOTE Confidence: 0.9402536

00:19:38.258 --> 00:19:39.994 maybe this is a data issue with

NOTE Confidence: 0.9402536

00:19:39.994 --> 00:19:41.690 how you're recording your visits,

NOTE Confidence: 0.9402536

00:19:41.690 --> 00:19:43.078 but it actually wasn't.

NOTE Confidence: 0.9402536

00:19:43.078 --> 00:19:46.248 And So what that said to us is that we

NOTE Confidence: 0.9402536

00:19:46.248 --> 00:19:48.840 need to do a lot more work to understand,

NOTE Confidence: 0.9402536

00:19:48.840 --> 00:19:49.550 you know,

NOTE Confidence: 0.9402536

00:19:49.550 --> 00:19:52.570 if someone is asked about a phone visit,

NOTE Confidence: 0.9402536

00:19:52.570 --> 00:19:54.478 are they thinking that's like a

NOTE Confidence: 0.9402536

00:19:54.478 --> 00:19:56.630 phone call with the triage nurse?

NOTE Confidence: 0.9402536

00:19:56.630 --> 00:19:58.625 Or is that a real phone visit?

NOTE Confidence: 0.9402536

00:19:58.630 --> 00:20:00.030 And that's just one example.

NOTE Confidence: 0.9402536

00:20:00.030 --> 00:20:01.854 So that's more work that we're

NOTE Confidence: 0.9402536

00:20:01.854 --> 00:20:04.049 planning to do so that we can

NOTE Confidence: 0.9402536

00:20:04.049 --> 00:20:05.867 try to get the questions right,

NOTE Confidence: 0.9402536

00:20:05.870 --> 00:20:08.300 so that we can trust that the data is

NOTE Confidence: 0.9402536

00:20:08.300 --> 00:20:10.509 credible when we get survey results back.
NOTE Confidence: 0.923762124666666

00:20:11.590 --> 00:20:13.466 So, so Susan, there's a couple questions
NOTE Confidence: 0.923762124666666

00:20:13.466 --> 00:20:15.397 in the chat and there's one from
NOTE Confidence: 0.923762124666666

00:20:15.397 --> 00:20:17.709 John Taylor which at which asks is it
NOTE Confidence: 0.923762124666666

00:20:17.709 --> 00:20:19.009 worth distinguishing obtaining vital
NOTE Confidence: 0.923762124666666

00:20:19.009 --> 00:20:21.765 signs which could be wrapped into RPM
NOTE Confidence: 0.923762124666666

00:20:21.765 --> 00:20:24.430 buckets from a physical exam. Which,
NOTE Confidence: 0.9301902

00:20:26.190 --> 00:20:28.982 yeah. Yeah. And I yes, totally.
NOTE Confidence: 0.9301902

00:20:28.982 --> 00:20:31.334 And that's something that I think
NOTE Confidence: 0.9301902

00:20:31.334 --> 00:20:33.895 we can easily prepare people to do
NOTE Confidence: 0.9301902

00:20:33.895 --> 00:20:37.322 at home with blood pressure cuffs,
NOTE Confidence: 0.9301902

00:20:37.322 --> 00:20:39.590 pulse oximeters, that sort of thing.
NOTE Confidence: 0.941691228571429

00:20:40.430 --> 00:20:42.229 And then on the physical exam thing,
NOTE Confidence: 0.941691228571429

00:20:42.230 --> 00:20:44.150 Peter Grunwald asked how to comment
NOTE Confidence: 0.941691228571429

00:20:44.150 --> 00:20:46.256 in a question, which amounts to.
NOTE Confidence: 0.941691228571429

00:20:46.256 --> 00:20:47.784 Who's the problem here?

NOTE Confidence: 0.941691228571429
00:20:47.790 --> 00:20:49.918 Is it the patients expecting the physical
NOTE Confidence: 0.941691228571429
00:20:49.918 --> 00:20:52.098 exam or the physicians and advanced
NOTE Confidence: 0.941691228571429
00:20:52.098 --> 00:20:54.510 practice providers expecting to do one?
NOTE Confidence: 0.933065571428571
00:20:55.950 --> 00:20:57.385 I think it's a little of both,
NOTE Confidence: 0.933065571428571
00:20:57.390 --> 00:21:00.782 but it's the one comment that I see
NOTE Confidence: 0.933065571428571
00:21:00.782 --> 00:21:03.835 most often in our primary care comments
NOTE Confidence: 0.933065571428571
00:21:03.835 --> 00:21:06.512 about questions that people have about
NOTE Confidence: 0.933065571428571
00:21:06.512 --> 00:21:08.894 the efficacy of a telehealth visit
NOTE Confidence: 0.933065571428571
00:21:08.894 --> 00:21:11.830 when it's done for an annual physical.
NOTE Confidence: 0.9301903
00:21:14.630 --> 00:21:16.230 But I think it's on both sides.
NOTE Confidence: 0.938576298333333
00:21:17.400 --> 00:21:19.236 I would do from my experience
NOTE Confidence: 0.95367142
00:21:21.400 --> 00:21:23.038 any more questions.
NOTE Confidence: 0.95367142
00:21:23.040 --> 00:21:24.475 Now I guess I'm going to throw
NOTE Confidence: 0.95367142
00:21:24.475 --> 00:21:26.075 to Dan the same question, right,
NOTE Confidence: 0.95367142
00:21:26.075 --> 00:21:27.955 because Dan has a specialty that if he,
NOTE Confidence: 0.95367142

00:21:27.960 --> 00:21:29.479 if he he's not on video now,
NOTE Confidence: 0.95367142

00:21:29.480 --> 00:21:31.723 so maybe is he back. OK.
NOTE Confidence: 0.95367142

00:21:31.723 --> 00:21:33.704 So Dan, you know you have a
NOTE Confidence: 0.95367142

00:21:33.704 --> 00:21:35.428 specialty that a lot of people
NOTE Confidence: 0.95367142

00:21:35.428 --> 00:21:36.793 would say need hands on.
NOTE Confidence: 0.95367142

00:21:36.800 --> 00:21:38.361 How do you feel about the physical
NOTE Confidence: 0.95367142

00:21:38.361 --> 00:21:39.953 exam and do you agree with Susan
NOTE Confidence: 0.95367142

00:21:39.953 --> 00:21:41.866 or or do you think there are some
NOTE Confidence: 0.95367142

00:21:41.866 --> 00:21:43.522 specialties where you just can never
NOTE Confidence: 0.95367142

00:21:43.522 --> 00:21:45.240 do anything without a physical exam?
NOTE Confidence: 0.87497157

00:21:46.910 --> 00:21:52.790 Well, I I think I have a lot of different
NOTE Confidence: 0.87497157

00:21:52.790 --> 00:21:55.650 opinions about all those different
NOTE Confidence: 0.87497157

00:21:55.650 --> 00:21:58.510 questions because they're so important.
NOTE Confidence: 0.87497157

00:21:58.510 --> 00:22:02.566 You know, in some cases the fiscal exam can
NOTE Confidence: 0.87497157

00:22:02.566 --> 00:22:05.990 be essentially abbreviated to to vital signs,
NOTE Confidence: 0.87497157

00:22:05.990 --> 00:22:07.946 and I even have some patience.

NOTE Confidence: 0.87497157

00:22:07.950 --> 00:22:11.268 That have voluntarily and on their own

NOTE Confidence: 0.87497157

00:22:11.270 --> 00:22:13.293 taking their vital signs and giving to

NOTE Confidence: 0.87497157

00:22:13.293 --> 00:22:15.669 me during a telemedicine appointment.

NOTE Confidence: 0.87497157

00:22:15.670 --> 00:22:18.683 So I'm very pleased when that happens and

NOTE Confidence: 0.87497157

00:22:18.683 --> 00:22:22.134 some things are are of course impossible

NOTE Confidence: 0.87497157

00:22:22.134 --> 00:22:26.296 to to elucidate without a physical exam

NOTE Confidence: 0.87497157

00:22:26.296 --> 00:22:29.870 even even very sophisticated workaround.

NOTE Confidence: 0.87497157

00:22:29.870 --> 00:22:32.108 So we do some workarounds right,

NOTE Confidence: 0.87497157

00:22:32.110 --> 00:22:34.510 you know we'll take a chest X-ray instead

NOTE Confidence: 0.87497157

00:22:34.510 --> 00:22:38.250 of listening to people etcetera, etcetera.

NOTE Confidence: 0.87497157

00:22:38.250 --> 00:22:40.830 But even even the most sophisticated

NOTE Confidence: 0.87497157

00:22:40.830 --> 00:22:43.364 tests like MRI's and ultrasounds

NOTE Confidence: 0.87497157

00:22:43.364 --> 00:22:46.712 sometimes can't give us the same

NOTE Confidence: 0.87497157

00:22:46.712 --> 00:22:48.970 information as a physical exam.

NOTE Confidence: 0.87497157

00:22:48.970 --> 00:22:51.050 And so the, you know, the,

NOTE Confidence: 0.87497157

00:22:51.050 --> 00:22:52.850 the key question is who,
NOTE Confidence: 0.87497157

00:22:52.850 --> 00:22:55.130 who needs a physical exam and who doesn't.
NOTE Confidence: 0.87497157

00:22:55.130 --> 00:22:57.570 And you know, I think that that's in a very,
NOTE Confidence: 0.87497157

00:22:57.570 --> 00:23:00.288 very difficult and individual you know,
NOTE Confidence: 0.87497157

00:23:00.290 --> 00:23:04.088 case scenario and you know the
NOTE Confidence: 0.87497157

00:23:04.088 --> 00:23:07.659 question is can we do use.
NOTE Confidence: 0.87497157

00:23:07.660 --> 00:23:10.964 Can we use virtual visits to sort out
NOTE Confidence: 0.87497157

00:23:10.964 --> 00:23:13.520 who needs an in person evaluation?
NOTE Confidence: 0.87497157

00:23:13.520 --> 00:23:16.820 Because I think that's one of its functions,
NOTE Confidence: 0.87497157

00:23:16.820 --> 00:23:19.210 one of the functions are.
NOTE Confidence: 0.87497157

00:23:19.210 --> 00:23:21.807 You know we're we're having a virtual
NOTE Confidence: 0.87497157

00:23:21.807 --> 00:23:23.490 conversation with the patient,
NOTE Confidence: 0.87497157

00:23:23.490 --> 00:23:26.554 they talk to us about their Musco skeletal
NOTE Confidence: 0.87497157

00:23:26.554 --> 00:23:29.009 complaints and then we make a decision.
NOTE Confidence: 0.87497157

00:23:29.010 --> 00:23:31.908 The decision is you know do you need to
NOTE Confidence: 0.87497157

00:23:31.908 --> 00:23:34.952 be seen in it as an in person evaluation

NOTE Confidence: 0.87497157

00:23:34.952 --> 00:23:38.066 or do you or we okay continuing this?

NOTE Confidence: 0.87497157

00:23:38.070 --> 00:23:40.092 Sometimes I can work around like

NOTE Confidence: 0.87497157

00:23:40.092 --> 00:23:41.103 fibromyalgia tender points.

NOTE Confidence: 0.87497157

00:23:41.110 --> 00:23:43.190 What a great example, right?

NOTE Confidence: 0.87497157

00:23:43.190 --> 00:23:45.506 You can't duplicate that with anything,

NOTE Confidence: 0.87497157

00:23:45.510 --> 00:23:45.887 right?

NOTE Confidence: 0.87497157

00:23:45.887 --> 00:23:48.526 You can't work around it in any

NOTE Confidence: 0.87497157

00:23:48.526 --> 00:23:49.989 way shape or form.

NOTE Confidence: 0.87497157

00:23:49.990 --> 00:23:52.622 But you know if the well this

NOTE Confidence: 0.87497157

00:23:52.622 --> 00:23:54.941 is children but but adults too.

NOTE Confidence: 0.87497157

00:23:54.941 --> 00:23:57.323 If there's a significant other or

NOTE Confidence: 0.87497157

00:23:57.323 --> 00:23:59.786 someone else in the room you can teach

NOTE Confidence: 0.87497157

00:23:59.786 --> 00:24:02.250 them to to push on their trapezii

NOTE Confidence: 0.87497157

00:24:02.250 --> 00:24:04.548 and make make the patients worm.

NOTE Confidence: 0.87497157

00:24:04.550 --> 00:24:07.148 And you know that works great.

NOTE Confidence: 0.87497157

00:24:07.150 --> 00:24:07.870 So there are.
NOTE Confidence: 0.87497157

00:24:07.870 --> 00:24:10.189 These sort of you know,
NOTE Confidence: 0.87497157

00:24:10.189 --> 00:24:13.387 pseudo physical exam if you will,
NOTE Confidence: 0.87497157

00:24:13.390 --> 00:24:15.950 things that we can do,
NOTE Confidence: 0.87497157

00:24:15.950 --> 00:24:17.945 but we have to be very inventive,
NOTE Confidence: 0.87497157

00:24:17.950 --> 00:24:19.898 you know this is.
NOTE Confidence: 0.87497157

00:24:19.898 --> 00:24:21.359 And evolving technology,
NOTE Confidence: 0.87497157

00:24:21.360 --> 00:24:25.760 it's brand new and we're trying to be
NOTE Confidence: 0.87497157

00:24:25.760 --> 00:24:28.230 the sophisticated providers that you
NOTE Confidence: 0.87497157

00:24:28.230 --> 00:24:33.040 know we we went to school to to train to be.
NOTE Confidence: 0.87497157

00:24:33.040 --> 00:24:34.912 So yeah, that's just a long
NOTE Confidence: 0.87497157

00:24:34.912 --> 00:24:36.352 winded answer to your question,
NOTE Confidence: 0.87497157

00:24:36.360 --> 00:24:36.600 Judge.
NOTE Confidence: 0.937509036363636

00:24:36.600 --> 00:24:38.992 Let me just jump in for one second
NOTE Confidence: 0.937509036363636

00:24:38.992 --> 00:24:40.784 and comment that I think it's
NOTE Confidence: 0.937509036363636

00:24:40.784 --> 00:24:42.800 important that we not get caught in

NOTE Confidence: 0.937509036363636

00:24:42.860 --> 00:24:44.996 this trap of of dichotomizing. Right.

NOTE Confidence: 0.937509036363636

00:24:44.996 --> 00:24:47.348 It's not purely virtual or purely in

NOTE Confidence: 0.937509036363636

00:24:47.348 --> 00:24:49.800 person because quite frankly, most of us,

NOTE Confidence: 0.937509036363636

00:24:49.800 --> 00:24:51.900 by the time we see the patient,

NOTE Confidence: 0.937509036363636

00:24:51.900 --> 00:24:53.320 someone else has actually done

NOTE Confidence: 0.937509036363636

00:24:53.320 --> 00:24:54.740 components of the physical exam,

NOTE Confidence: 0.937509036363636

00:24:54.740 --> 00:24:56.292 gathered the vitals, whatever,

NOTE Confidence: 0.937509036363636

00:24:56.292 --> 00:24:58.620 walked the patient to our office.

NOTE Confidence: 0.937509036363636

00:24:58.620 --> 00:25:00.125 And so that would be like saying

NOTE Confidence: 0.937509036363636

00:25:00.125 --> 00:25:01.684 all of that must be done by

NOTE Confidence: 0.937509036363636

00:25:01.684 --> 00:25:02.974 the physician or not at all.

NOTE Confidence: 0.937509036363636

00:25:02.980 --> 00:25:05.148 I think what we need to recognize is

NOTE Confidence: 0.937509036363636

00:25:05.148 --> 00:25:07.115 there are elements of every single

NOTE Confidence: 0.937509036363636

00:25:07.115 --> 00:25:09.161 visit that can be done virtually.

NOTE Confidence: 0.937509036363636

00:25:09.170 --> 00:25:11.006 And there are some elements that

NOTE Confidence: 0.937509036363636

00:25:11.006 --> 00:25:12.914 can't be done virtually or can only
NOTE Confidence: 0.937509036363636

00:25:12.914 --> 00:25:15.514 be done in a screening in a manner
NOTE Confidence: 0.937509036363636

00:25:15.514 --> 00:25:18.050 as Daniel was was alluding to.
NOTE Confidence: 0.937509036363636

00:25:18.050 --> 00:25:20.090 And from a patient perspective,
NOTE Confidence: 0.937509036363636

00:25:20.090 --> 00:25:23.106 it still might be better to have as
NOTE Confidence: 0.937509036363636

00:25:23.106 --> 00:25:24.866 many of those components virtualized
NOTE Confidence: 0.937509036363636

00:25:24.866 --> 00:25:26.943 as possible and then come in for
NOTE Confidence: 0.937509036363636

00:25:26.943 --> 00:25:28.976 a 15 minute visit where you have
NOTE Confidence: 0.937509036363636

00:25:28.976 --> 00:25:30.288 all the background data,
NOTE Confidence: 0.937509036363636

00:25:30.290 --> 00:25:32.114 you just need to push and
NOTE Confidence: 0.937509036363636

00:25:32.114 --> 00:25:33.330 pull on the muscles.
NOTE Confidence: 0.937509036363636

00:25:33.330 --> 00:25:35.274 And then you can already have
NOTE Confidence: 0.937509036363636

00:25:35.274 --> 00:25:37.298 ordered some tests which you now
NOTE Confidence: 0.937509036363636

00:25:37.298 --> 00:25:38.968 review and the patient's value.
NOTE Confidence: 0.937509036363636

00:25:38.970 --> 00:25:41.034 Per minute spent with you in
NOTE Confidence: 0.937509036363636

00:25:41.034 --> 00:25:42.410 person is is maximized.

NOTE Confidence: 0.937509036363636
00:25:42.410 --> 00:25:44.606 So I think it's a it's a great conversation.
NOTE Confidence: 0.937509036363636
00:25:44.610 --> 00:25:46.654 It will clearly require that we have
NOTE Confidence: 0.937509036363636
00:25:46.654 --> 00:25:48.574 a new taxonomy for how we think
NOTE Confidence: 0.937509036363636
00:25:48.574 --> 00:25:50.490 about the quote UN quote visit into
NOTE Confidence: 0.937509036363636
00:25:50.490 --> 00:25:52.485 more of a quote UN quote experience.
NOTE Confidence: 0.939135444444445
00:25:53.290 --> 00:25:55.963 And I think just before going back to Susan,
NOTE Confidence: 0.939135444444445
00:25:55.970 --> 00:25:56.966 this is one of the points,
NOTE Confidence: 0.939135444444445
00:25:56.970 --> 00:25:58.826 it was the last element on the slide
NOTE Confidence: 0.939135444444445
00:25:58.826 --> 00:26:00.610 when we talked about objectives.
NOTE Confidence: 0.939135444444445
00:26:00.610 --> 00:26:03.082 What we tend to talk about this as
NOTE Confidence: 0.939135444444445
00:26:03.082 --> 00:26:05.275 a dichotomous visit and it it's not
NOTE Confidence: 0.939135444444445
00:26:05.275 --> 00:26:07.369 patient care is not about a visit,
NOTE Confidence: 0.939135444444445
00:26:07.370 --> 00:26:09.645 patient care is about the whole journey.
NOTE Confidence: 0.939135444444445
00:26:09.650 --> 00:26:11.144 And and either taking a patient
NOTE Confidence: 0.939135444444445
00:26:11.144 --> 00:26:12.930 who's sick and getting them back to
NOTE Confidence: 0.939135444444445

00:26:12.930 --> 00:26:14.400 their baseline so they're closer to
NOTE Confidence: 0.939135444444445

00:26:14.400 --> 00:26:16.271 well or taking a well patient and
NOTE Confidence: 0.939135444444445

00:26:16.271 --> 00:26:17.583 preventing them from getting sick.
NOTE Confidence: 0.939135444444445

00:26:17.583 --> 00:26:18.848 And I think, you know,
NOTE Confidence: 0.939135444444445

00:26:18.850 --> 00:26:20.206 I know what's on Susan's slide.
NOTE Confidence: 0.939135444444445

00:26:20.210 --> 00:26:22.198 So I know one of the conversation
NOTE Confidence: 0.939135444444445

00:26:22.198 --> 00:26:24.705 topics is how do you actually measure
NOTE Confidence: 0.939135444444445

00:26:24.705 --> 00:26:26.690 the patient's experience when it's,
NOTE Confidence: 0.939135444444445

00:26:26.690 --> 00:26:28.130 you know, you know, a little of column A,
NOTE Confidence: 0.939135444444445

00:26:28.130 --> 00:26:30.130 a little of column B and a little
NOTE Confidence: 0.939135444444445

00:26:30.130 --> 00:26:30.810 of column C.
NOTE Confidence: 0.939135444444445

00:26:30.810 --> 00:26:32.450 And so I'll turn it back to Sue's
NOTE Confidence: 0.939135444444445

00:26:32.450 --> 00:26:34.250 and to head us in that direction.
NOTE Confidence: 0.939135444444445

00:26:34.250 --> 00:26:34.570 Yeah,
NOTE Confidence: 0.928398434333333

00:26:35.010 --> 00:26:37.418 11 quick, I I agree with everything
NOTE Confidence: 0.928398434333333

00:26:37.418 --> 00:26:39.906 that we and Doctor Albert just said

NOTE Confidence: 0.928398434333333
00:26:39.906 --> 00:26:42.754 and I I really do think that we
NOTE Confidence: 0.928398434333333
00:26:42.754 --> 00:26:44.866 need to really take our blinders
NOTE Confidence: 0.928398434333333
00:26:44.866 --> 00:26:47.850 off and relook at how we're mixing
NOTE Confidence: 0.928398434333333
00:26:47.850 --> 00:26:50.130 and matching everything in Sweden.
NOTE Confidence: 0.928398434333333
00:26:50.130 --> 00:26:52.750 The country has a countrywide
NOTE Confidence: 0.928398434333333
00:26:52.750 --> 00:26:55.370 registry for people with rheumatoid
NOTE Confidence: 0.928398434333333
00:26:55.451 --> 00:26:58.109 arthritis and to the vast extent
NOTE Confidence: 0.928398434333333
00:26:58.109 --> 00:27:00.609 most of those patients with RA.
NOTE Confidence: 0.928398434333333
00:27:00.610 --> 00:27:03.053 Do all their joint exams at home
NOTE Confidence: 0.928398434333333
00:27:03.053 --> 00:27:05.366 enter the data into the registry
NOTE Confidence: 0.928398434333333
00:27:05.366 --> 00:27:08.124 before they ever come into a visit.
NOTE Confidence: 0.928398434333333
00:27:08.130 --> 00:27:10.394 And one of the things they love about
NOTE Confidence: 0.928398434333333
00:27:10.394 --> 00:27:13.131 that is that they have so much more time
NOTE Confidence: 0.928398434333333
00:27:13.131 --> 00:27:15.926 because if they did all of that in the visit,
NOTE Confidence: 0.928398434333333
00:27:15.930 --> 00:27:17.490 there'd be no visit left.
NOTE Confidence: 0.928398434333333

00:27:17.490 --> 00:27:19.086 So I think there are lots of
NOTE Confidence: 0.928398434333333

00:27:19.086 --> 00:27:20.529 examples that we could look to,
NOTE Confidence: 0.928398434333333

00:27:20.530 --> 00:27:23.509 but I want to finish my little piece with
NOTE Confidence: 0.928398434333333

00:27:23.509 --> 00:27:26.427 the story if you go to the next slide.
NOTE Confidence: 0.928398434333333

00:27:26.430 --> 00:27:28.985 The cartoon is an example of what
NOTE Confidence: 0.928398434333333

00:27:28.985 --> 00:27:31.470 many patients are glad to be chat of,
NOTE Confidence: 0.928398434333333

00:27:31.470 --> 00:27:33.270 as we say in the South,
NOTE Confidence: 0.928398434333333

00:27:33.270 --> 00:27:35.734 and I think that the story I
NOTE Confidence: 0.928398434333333

00:27:35.734 --> 00:27:37.130 want to share is.
NOTE Confidence: 0.928398434333333

00:27:37.130 --> 00:27:39.650 We had at our Patient Experience
NOTE Confidence: 0.928398434333333

00:27:39.650 --> 00:27:44.249 Summit at M GB this past summer.
NOTE Confidence: 0.928398434333333

00:27:44.250 --> 00:27:46.834 We had patients talking about what it was
NOTE Confidence: 0.928398434333333

00:27:46.834 --> 00:27:49.726 like to get ambulatory care during COVID,
NOTE Confidence: 0.928398434333333

00:27:49.730 --> 00:27:50.621 what they liked,
NOTE Confidence: 0.928398434333333

00:27:50.621 --> 00:27:51.809 what they didn't like,
NOTE Confidence: 0.928398434333333

00:27:51.810 --> 00:27:54.290 what they really want us to keep around.

NOTE Confidence: 0.928398434333333

00:27:54.290 --> 00:27:56.276 And one of the patients was

NOTE Confidence: 0.928398434333333

00:27:56.276 --> 00:27:58.262 a mother of four children.

NOTE Confidence: 0.928398434333333

00:27:58.262 --> 00:28:00.740 She was pregnant with her 5th.

NOTE Confidence: 0.928398434333333

00:28:00.740 --> 00:28:03.610 She had a congenital disorder that two

NOTE Confidence: 0.928398434333333

00:28:03.610 --> 00:28:06.935 of her children were affected by and she

NOTE Confidence: 0.928398434333333

00:28:06.935 --> 00:28:09.692 was pregnant and her youngest child,

NOTE Confidence: 0.928398434333333

00:28:09.692 --> 00:28:13.073 who was at the time a little over

NOTE Confidence: 0.928398434333333

00:28:13.073 --> 00:28:15.250 a year old they have been told

NOTE Confidence: 0.928398434333333

00:28:15.327 --> 00:28:17.540 would never walk during COVID.

NOTE Confidence: 0.928398434333333

00:28:17.540 --> 00:28:21.320 This child got PT twice a week

NOTE Confidence: 0.928398434333333

00:28:21.320 --> 00:28:23.930 virtually and was walking and the

NOTE Confidence: 0.928398434333333

00:28:23.930 --> 00:28:26.693 story she told was so incredibly

NOTE Confidence: 0.928398434333333

00:28:26.693 --> 00:28:30.245 moving because because of her own.

NOTE Confidence: 0.928398434333333

00:28:30.250 --> 00:28:30.655 Difficulty.

NOTE Confidence: 0.928398434333333

00:28:30.655 --> 00:28:33.085 She herself is in a wheelchair

NOTE Confidence: 0.928398434333333

00:28:33.085 --> 00:28:35.010 With all these children,
NOTE Confidence: 0.928398434333333
00:28:35.010 --> 00:28:37.218 bringing this young child in for
NOTE Confidence: 0.928398434333333
00:28:37.218 --> 00:28:39.678 physical therapy twice a week would
NOTE Confidence: 0.928398434333333
00:28:39.678 --> 00:28:41.526 have been completely impossible.
NOTE Confidence: 0.928398434333333
00:28:41.530 --> 00:28:43.890 And because it was virtual,
NOTE Confidence: 0.928398434333333
00:28:43.890 --> 00:28:46.206 all of the the youngest child
NOTE Confidence: 0.928398434333333
00:28:46.206 --> 00:28:48.705 siblings got to play along and
NOTE Confidence: 0.928398434333333
00:28:48.705 --> 00:28:51.375 participate in the PT to really
NOTE Confidence: 0.928398434333333
00:28:51.375 --> 00:28:53.810 encourage her make it a fun thing.
NOTE Confidence: 0.928398434333333
00:28:53.810 --> 00:28:56.816 And she was walking and this.
NOTE Confidence: 0.928398434333333
00:28:56.820 --> 00:28:59.125 Mother has zero interest unless
NOTE Confidence: 0.928398434333333
00:28:59.125 --> 00:29:01.430 she absolutely has to and
NOTE Confidence: 0.928398434333333
00:29:01.513 --> 00:29:03.858 going to the doctor's office.
NOTE Confidence: 0.928398434333333
00:29:03.860 --> 00:29:05.846 So that was just one really
NOTE Confidence: 0.928398434333333
00:29:05.846 --> 00:29:07.620 powerful example that we heard.
NOTE Confidence: 0.928398434333333
00:29:07.620 --> 00:29:10.500 And the final thing I want to say is

NOTE Confidence: 0.928398434333333
00:29:10.500 --> 00:29:13.459 that I'm also part of a national group
NOTE Confidence: 0.928398434333333
00:29:13.459 --> 00:29:15.900 called the Patient Experience Policy Forum,
NOTE Confidence: 0.928398434333333
00:29:15.900 --> 00:29:18.420 that is a group that brings
NOTE Confidence: 0.928398434333333
00:29:18.496 --> 00:29:20.948 together Chief experience officers.
NOTE Confidence: 0.928398434333333
00:29:20.950 --> 00:29:23.145 And patient and family advisors
NOTE Confidence: 0.928398434333333
00:29:23.145 --> 00:29:25.340 from organizations all around the
NOTE Confidence: 0.928398434333333
00:29:25.410 --> 00:29:27.265 country to advocate for policies
NOTE Confidence: 0.928398434333333
00:29:27.265 --> 00:29:29.870 that we think are very important.
NOTE Confidence: 0.928398434333333
00:29:29.870 --> 00:29:31.955 And one of the subcommittees
NOTE Confidence: 0.928398434333333
00:29:31.955 --> 00:29:33.623 of that organization is,
NOTE Confidence: 0.928398434333333
00:29:33.630 --> 00:29:37.095 is all made-up of patients and patient
NOTE Confidence: 0.928398434333333
00:29:37.095 --> 00:29:39.430 partners and they have written a
NOTE Confidence: 0.928398434333333
00:29:39.430 --> 00:29:41.888 whole paper about the importance of
NOTE Confidence: 0.928398434333333
00:29:41.888 --> 00:29:44.618 telehealth and how important maintaining
NOTE Confidence: 0.928398434333333
00:29:44.618 --> 00:29:47.070 reimbursement and continuing telehealth is.
NOTE Confidence: 0.928398434333333

00:29:47.070 --> 00:29:48.510 Especially for people
NOTE Confidence: 0.928398434333333

00:29:48.510 --> 00:29:49.950 with complex conditions,
NOTE Confidence: 0.928398434333333

00:29:49.950 --> 00:29:50.728 older patients,
NOTE Confidence: 0.928398434333333

00:29:50.728 --> 00:29:53.840 people who live alone and parents of children
NOTE Confidence: 0.932008678571429

00:29:53.913 --> 00:29:55.829 with complex medical problems.
NOTE Confidence: 0.932008678571429

00:29:55.830 --> 00:29:57.670 So I'm going to stop there. Thank you.
NOTE Confidence: 0.880277315

00:29:58.270 --> 00:29:59.908 The great story to end on.
NOTE Confidence: 0.880277315

00:29:59.910 --> 00:30:01.510 I think we skipped Dan.
NOTE Confidence: 0.880277315

00:30:01.510 --> 00:30:03.148 I think I messed up the order.
NOTE Confidence: 0.880277315

00:30:03.150 --> 00:30:04.470 So let's go back to Dan,
NOTE Confidence: 0.880277315

00:30:04.470 --> 00:30:05.947 slide and turn it over to Dan.
NOTE Confidence: 0.934950014

00:30:07.380 --> 00:30:08.472 Thanks, Judd. Actually,
NOTE Confidence: 0.934950014

00:30:08.472 --> 00:30:11.020 I'm very happy that Susan went first,
NOTE Confidence: 0.934950014

00:30:11.020 --> 00:30:13.855 because, you know, many of the issues
NOTE Confidence: 0.934950014

00:30:13.860 --> 00:30:17.080 that she dealt with are the overwhelmingly
NOTE Confidence: 0.934950014

00:30:17.080 --> 00:30:19.330 most important issues, and that is.

NOTE Confidence: 0.934950014

00:30:19.330 --> 00:30:21.747 You know how does it how does it

NOTE Confidence: 0.934950014

00:30:21.747 --> 00:30:23.924 work for the patient you know and

NOTE Confidence: 0.934950014

00:30:23.924 --> 00:30:26.420 you know what what works for us is,

NOTE Confidence: 0.934950014

00:30:26.420 --> 00:30:29.530 is is not important as much as it you know

NOTE Confidence: 0.934950014

00:30:29.606 --> 00:30:32.936 in terms of its you know the logistics of it.

NOTE Confidence: 0.934950014

00:30:32.940 --> 00:30:36.441 It is important in terms of you know the

NOTE Confidence: 0.934950014

00:30:36.441 --> 00:30:38.285 accomplishments of a of medical care

NOTE Confidence: 0.934950014

00:30:38.285 --> 00:30:40.928 but it but in terms of the logistics.

NOTE Confidence: 0.934950014

00:30:40.930 --> 00:30:42.970 You know, we can we can be pushed,

NOTE Confidence: 0.934950014

00:30:42.970 --> 00:30:45.370 put in one room, exam room, one another.

NOTE Confidence: 0.934950014

00:30:45.370 --> 00:30:46.930 We can do it from home,

NOTE Confidence: 0.934950014

00:30:46.930 --> 00:30:50.169 we can do it from, you know, wherever.

NOTE Confidence: 0.934950014

00:30:50.170 --> 00:30:53.226 But I wanted to talk a little bit

NOTE Confidence: 0.934950014

00:30:53.226 --> 00:30:59.314 about about the sort of I want to make

NOTE Confidence: 0.934950014

00:30:59.314 --> 00:31:01.244 a capsule history of telemedicine,

NOTE Confidence: 0.934950014

00:31:01.250 --> 00:31:02.930 at least from my experience.

NOTE Confidence: 0.934950014

00:31:02.930 --> 00:31:04.882 I started in 2011.

NOTE Confidence: 0.934950014

00:31:04.882 --> 00:31:08.230 Yeah, there was a large rheumatology

NOTE Confidence: 0.934950014

00:31:08.230 --> 00:31:11.090 practice at Southern Vermont Medical

NOTE Confidence: 0.934950014

00:31:11.175 --> 00:31:14.970 Center and the and the provider left

NOTE Confidence: 0.934950014

00:31:14.970 --> 00:31:18.870 with 1000 active patients and nowhere

NOTE Confidence: 0.934950014

00:31:18.989 --> 00:31:22.130 to get care because that's Bennington,

NOTE Confidence: 0.934950014

00:31:22.130 --> 00:31:24.286 Vt That's a little out of the,

NOTE Confidence: 0.934950014

00:31:24.290 --> 00:31:26.770 you know, mainstream, right.

NOTE Confidence: 0.934950014

00:31:26.770 --> 00:31:29.250 So I was elected,

NOTE Confidence: 0.934950014

00:31:29.250 --> 00:31:31.616 put that in quotes to go down

NOTE Confidence: 0.934950014

00:31:31.616 --> 00:31:33.449 there once every two weeks.

NOTE Confidence: 0.934950014

00:31:33.450 --> 00:31:36.090 To take care of patients and

NOTE Confidence: 0.934950014

00:31:36.090 --> 00:31:37.780 the other alternate weeks,

NOTE Confidence: 0.934950014

00:31:37.780 --> 00:31:39.805 I did it by telemedicine.

NOTE Confidence: 0.934950014

00:31:39.810 --> 00:31:41.602 It took us six months for me to

NOTE Confidence: 0.934950014

00:31:41.602 --> 00:31:43.090 get a Vermont license.

NOTE Confidence: 0.934950014

00:31:43.090 --> 00:31:45.730 These days really did exist,

NOTE Confidence: 0.934950014

00:31:45.730 --> 00:31:48.404 and it took six months for the

NOTE Confidence: 0.934950014

00:31:48.404 --> 00:31:50.930 hospital to nail down a contract,

NOTE Confidence: 0.934950014

00:31:50.930 --> 00:31:53.130 our hospital with their hospital.

NOTE Confidence: 0.934950014

00:31:53.130 --> 00:31:55.506 And then we started doing it and we

NOTE Confidence: 0.934950014

00:31:55.506 --> 00:31:58.260 tried to figure out who was appropriate

NOTE Confidence: 0.934950014

00:31:58.260 --> 00:32:00.610 for telemedicine and who wasn't,

NOTE Confidence: 0.934950014

00:32:00.610 --> 00:32:02.976 you know, just like we do now.

NOTE Confidence: 0.934950014

00:32:02.980 --> 00:32:04.516 So that was,

NOTE Confidence: 0.934950014

00:32:04.516 --> 00:32:08.808 that was the essence of this hybrid program,

NOTE Confidence: 0.934950014

00:32:08.808 --> 00:32:13.056 which is still an issue today.

NOTE Confidence: 0.934950014

00:32:13.060 --> 00:32:15.604 But what has happened over the

NOTE Confidence: 0.934950014

00:32:15.604 --> 00:32:18.464 last 10 years is, you know,

NOTE Confidence: 0.934950014

00:32:18.464 --> 00:32:21.374 earth shaking, you know mainly.

NOTE Confidence: 0.934950014

00:32:21.380 --> 00:32:24.551 Propelled by COVID with all the changes
NOTE Confidence: 0.934950014

00:32:24.551 --> 00:32:28.057 that everybody in this audience is aware of,
NOTE Confidence: 0.934950014

00:32:28.060 --> 00:32:28.760 you know,
NOTE Confidence: 0.934950014

00:32:28.760 --> 00:32:30.510 with changes in regulation and
NOTE Confidence: 0.934950014

00:32:30.510 --> 00:32:32.379 coverage and so on so forth.
NOTE Confidence: 0.934950014

00:32:32.380 --> 00:32:34.578 And now we're in a different view
NOTE Confidence: 0.934950014

00:32:34.580 --> 00:32:35.516 of telemedicine.
NOTE Confidence: 0.934950014

00:32:35.516 --> 00:32:38.335 And I think that telemedicine even
NOTE Confidence: 0.934950014

00:32:38.335 --> 00:32:42.135 today is evolving almost on a daily basis.
NOTE Confidence: 0.934950014

00:32:42.140 --> 00:32:44.868 I mean, I had an encounter just a
NOTE Confidence: 0.934950014

00:32:44.868 --> 00:32:49.270 day or two ago with the patient in person.
NOTE Confidence: 0.934950014

00:32:49.270 --> 00:32:51.352 But there were two other significant
NOTE Confidence: 0.934950014

00:32:51.352 --> 00:32:54.229 others and we had two different iPhones,
NOTE Confidence: 0.934950014

00:32:54.230 --> 00:32:54.862 you know,
NOTE Confidence: 0.934950014

00:32:54.862 --> 00:32:57.074 one with one significant other and the
NOTE Confidence: 0.934950014

00:32:57.074 --> 00:32:59.390 other with the other significant other.

NOTE Confidence: 0.934950014

00:32:59.390 --> 00:33:00.710 And what do you call that?

NOTE Confidence: 0.934950014

00:33:00.710 --> 00:33:01.910 What do you call that?

NOTE Confidence: 0.934950014

00:33:01.910 --> 00:33:03.482 Is it a virtual appointment or

NOTE Confidence: 0.934950014

00:33:03.482 --> 00:33:05.789 is it an in person appointment?

NOTE Confidence: 0.934950014

00:33:05.790 --> 00:33:07.064 I don't know what to call it,

NOTE Confidence: 0.934950014

00:33:07.070 --> 00:33:10.470 but I'm but I'm just saying that this is a,

NOTE Confidence: 0.934950014

00:33:10.470 --> 00:33:13.120 this is an evolving technology

NOTE Confidence: 0.934950014

00:33:13.120 --> 00:33:16.695 and we are going to have to be

NOTE Confidence: 0.934950014

00:33:16.695 --> 00:33:19.350 extremely flexible in how we use it.

NOTE Confidence: 0.934950014

00:33:19.350 --> 00:33:21.768 In the future we'll probably have

NOTE Confidence: 0.934950014

00:33:21.768 --> 00:33:23.898 you know hybrid clinics where

NOTE Confidence: 0.934950014

00:33:23.898 --> 00:33:26.123 we're doing telemedicine on one

NOTE Confidence: 0.934950014

00:33:26.123 --> 00:33:27.903 encounter not in another.

NOTE Confidence: 0.937378342857143

00:33:27.910 --> 00:33:30.507 Patients are going to call us up,

NOTE Confidence: 0.937378342857143

00:33:30.510 --> 00:33:32.820 you know the morning of the appointment

NOTE Confidence: 0.937378342857143

00:33:32.820 --> 00:33:36.021 and say I can't make it, my XY&Z happened,

NOTE Confidence: 0.937378342857143

00:33:36.021 --> 00:33:38.403 can we make this a telemedicine

NOTE Confidence: 0.937378342857143

00:33:38.403 --> 00:33:40.469 appointment and we're going to be able

NOTE Confidence: 0.937378342857143

00:33:40.469 --> 00:33:43.227 to do that and we're we're doing it now.

NOTE Confidence: 0.937378342857143

00:33:43.230 --> 00:33:46.698 I will say to to Judd's point that I've.

NOTE Confidence: 0.937378342857143

00:33:46.698 --> 00:33:51.350 I I have some flexibility in how I schedule.

NOTE Confidence: 0.937378342857143

00:33:51.350 --> 00:33:54.922 So over the, you know, the last year

NOTE Confidence: 0.937378342857143

00:33:54.922 --> 00:33:57.346 or so I've been 2/3 telemedicine,

NOTE Confidence: 0.937378342857143

00:33:57.350 --> 00:34:02.170 1/3 in person and more recently based

NOTE Confidence: 0.937378342857143

00:34:02.170 --> 00:34:05.530 on wait times, I've had to switch it

NOTE Confidence: 0.937378342857143

00:34:05.530 --> 00:34:09.307 to 2/3 in person and 1/3 telemedicine.

NOTE Confidence: 0.937378342857143

00:34:09.310 --> 00:34:10.878 Now why is that?

NOTE Confidence: 0.937378342857143

00:34:10.878 --> 00:34:14.750 I think it I think it's largely

NOTE Confidence: 0.937378342857143

00:34:14.750 --> 00:34:17.450 have it not not really.

NOTE Confidence: 0.937378342857143

00:34:17.450 --> 00:34:19.146 Content derived.

NOTE Confidence: 0.937378342857143

00:34:19.146 --> 00:34:23.808 I think people want to see me in person
NOTE Confidence: 0.937378342857143

00:34:23.808 --> 00:34:26.729 because that's the way it always has been.
NOTE Confidence: 0.937378342857143

00:34:26.730 --> 00:34:30.566 I would make an analogy of telemedicine
NOTE Confidence: 0.937378342857143

00:34:30.566 --> 00:34:34.489 and in person to what happened when
NOTE Confidence: 0.937378342857143

00:34:34.490 --> 00:34:37.250 telephones were introduced to to the
NOTE Confidence: 0.950317

00:34:40.130 --> 00:34:45.722 world in a context where every three
NOTE Confidence: 0.950317

00:34:45.722 --> 00:34:48.410 appointment wasn't. House call.
NOTE Confidence: 0.950317

00:34:48.410 --> 00:34:51.218 So now the people who were who were
NOTE Confidence: 0.950317

00:34:51.218 --> 00:34:53.534 blessed with having telephones could
NOTE Confidence: 0.950317

00:34:53.534 --> 00:34:55.582 basically circumvent the necessity
NOTE Confidence: 0.950317

00:34:55.582 --> 00:34:58.864 for a house call by simply getting
NOTE Confidence: 0.950317

00:34:58.864 --> 00:35:00.949 the information over the phone
NOTE Confidence: 0.950317

00:35:00.949 --> 00:35:03.650 and doing what the doctor said.
NOTE Confidence: 0.950317

00:35:03.650 --> 00:35:07.205 And I think that that's sort of an analogy.
NOTE Confidence: 0.950317

00:35:07.210 --> 00:35:09.090 It's a little bit distant,
NOTE Confidence: 0.950317

00:35:09.090 --> 00:35:11.820 but in any case, many of the

NOTE Confidence: 0.950317

00:35:11.820 --> 00:35:14.810 features of it are still relevant,

NOTE Confidence: 0.950317

00:35:14.810 --> 00:35:16.958 that is many patients.

NOTE Confidence: 0.950317

00:35:16.958 --> 00:35:19.643 Don't have interact Internet access.

NOTE Confidence: 0.950317

00:35:19.650 --> 00:35:22.250 Many patients are not particularly

NOTE Confidence: 0.950317

00:35:24.290 --> 00:35:25.770 particularly a

NOTE Confidence: 0.9654121

00:35:27.930 --> 00:35:31.238 Internet savvy user.

NOTE Confidence: 0.9654121

00:35:31.238 --> 00:35:38.270 So there's a lot of problems in in

NOTE Confidence: 0.9654121

00:35:38.270 --> 00:35:43.118 getting telemedicine to various

NOTE Confidence: 0.9654121

00:35:43.118 --> 00:35:46.110 subsegments of our population.

NOTE Confidence: 0.9654121

00:35:46.110 --> 00:35:49.230 That is some people who are

NOTE Confidence: 0.9654121

00:35:49.230 --> 00:35:51.310 in very rural locations,

NOTE Confidence: 0.9654121

00:35:51.310 --> 00:35:54.910 some people who are simply not not

NOTE Confidence: 0.938815871428571

00:35:57.030 --> 00:36:00.390 savvy with the Internet and so on.

NOTE Confidence: 0.938815871428571

00:36:00.390 --> 00:36:03.531 So, so I think that that's that's

NOTE Confidence: 0.938815871428571

00:36:03.531 --> 00:36:05.638 a a big problem that will have

NOTE Confidence: 0.938815871428571

00:36:05.638 --> 00:36:07.787 to work very hard to overcome.
NOTE Confidence: 0.938815871428571

00:36:07.790 --> 00:36:09.446 But telemedicine is clearly
NOTE Confidence: 0.938815871428571

00:36:09.446 --> 00:36:11.930 here to say as Judd said.
NOTE Confidence: 0.938815871428571

00:36:11.930 --> 00:36:14.930 And we're going to have to work out
NOTE Confidence: 0.938815871428571

00:36:14.930 --> 00:36:18.570 techniques that are appropriate to
NOTE Confidence: 0.938815871428571

00:36:18.570 --> 00:36:21.890 deal with disadvantaged populations,
NOTE Confidence: 0.938815871428571

00:36:21.890 --> 00:36:26.690 but also populations where the lack of a
NOTE Confidence: 0.938815871428571

00:36:26.690 --> 00:36:30.040 physical exam will make a big difference.
NOTE Confidence: 0.938815871428571

00:36:30.040 --> 00:36:32.760 In our studies from rheumatology,
NOTE Confidence: 0.938815871428571

00:36:32.760 --> 00:36:36.018 we think about 20% of our
NOTE Confidence: 0.938815871428571

00:36:36.018 --> 00:36:38.621 encounters require a physical exam
NOTE Confidence: 0.938815871428571

00:36:38.621 --> 00:36:42.280 for a meaningful diagnosis. But
NOTE Confidence: 0.935560294444445

00:36:44.800 --> 00:36:48.238 but that's after screening patients for
NOTE Confidence: 0.935560294444445

00:36:48.238 --> 00:36:52.020 those who are appropriate for a telemedicine
NOTE Confidence: 0.935560294444445

00:36:52.020 --> 00:36:54.595 appointment and those that aren't.
NOTE Confidence: 0.935560294444445

00:36:54.600 --> 00:36:56.575 So, for example of people

NOTE Confidence: 0.935560294444445
00:36:56.575 --> 00:36:58.550 who are hard of hearing.
NOTE Confidence: 0.935560294444445
00:36:58.550 --> 00:37:04.930 And people who are not particularly
NOTE Confidence: 0.935560294444445
00:37:04.930 --> 00:37:07.622 verbal are more difficult
NOTE Confidence: 0.935560294444445
00:37:07.622 --> 00:37:09.922 than the telemedicine space.
NOTE Confidence: 0.935560294444445
00:37:09.922 --> 00:37:12.666 People who need interpreters.
NOTE Confidence: 0.935560294444445
00:37:12.670 --> 00:37:14.110 We can do it,
NOTE Confidence: 0.935560294444445
00:37:14.110 --> 00:37:17.430 but it's difficult and we do do it.
NOTE Confidence: 0.935560294444445
00:37:17.430 --> 00:37:20.586 And sometimes we have a three-way
NOTE Confidence: 0.935560294444445
00:37:20.590 --> 00:37:24.174 virtual visit because art,
NOTE Confidence: 0.935560294444445
00:37:24.174 --> 00:37:28.770 our translators are.
NOTE Confidence: 0.935560294444445
00:37:28.770 --> 00:37:30.588 Basically available only
NOTE Confidence: 0.935560294444445
00:37:30.588 --> 00:37:32.406 by virtual appointment.
NOTE Confidence: 0.935560294444445
00:37:32.410 --> 00:37:33.690 So it's a IT.
NOTE Confidence: 0.935560294444445
00:37:33.690 --> 00:37:36.450 It gets to be a a pretty
NOTE Confidence: 0.935560294444445
00:37:36.450 --> 00:37:38.970 sophisticated of arrangement,
NOTE Confidence: 0.935560294444445

00:37:38.970 --> 00:37:43.200 but in the end you know the the the need

NOTE Confidence: 0.935560294444445

00:37:43.309 --> 00:37:45.556 to have an appropriate understanding

NOTE Confidence: 0.935560294444445

00:37:45.556 --> 00:37:48.568 of what's wrong with the patient,

NOTE Confidence: 0.935560294444445

00:37:48.570 --> 00:37:51.855 an appropriate approach to managing

NOTE Confidence: 0.935560294444445

00:37:51.855 --> 00:37:55.009 that problem and an appropriate.

NOTE Confidence: 0.9452853

00:37:57.490 --> 00:38:01.110 Feeling of comfort that in

NOTE Confidence: 0.9452853

00:38:01.110 --> 00:38:03.830 the on the patient side is

NOTE Confidence: 0.9452853

00:38:03.830 --> 00:38:05.930 what we're all aiming toward.

NOTE Confidence: 0.9452853

00:38:05.930 --> 00:38:08.876 So I'm very excited about this

NOTE Confidence: 0.9452853

00:38:08.876 --> 00:38:12.394 conference and and I hope that

NOTE Confidence: 0.9452853

00:38:12.394 --> 00:38:14.050 we can come down with some

NOTE Confidence: 0.94226628

00:38:16.170 --> 00:38:18.258 tangible frameworks. So I'll turn it

NOTE Confidence: 0.94226628

00:38:18.258 --> 00:38:21.410 back over to you, Judge. So I got a

NOTE Confidence: 0.941511525

00:38:21.650 --> 00:38:24.374 couple questions for you Dan and

NOTE Confidence: 0.941511525

00:38:24.374 --> 00:38:27.789 and so I'll begin with one which

NOTE Confidence: 0.941511525

00:38:27.789 --> 00:38:29.946 is my observation, physicians,

NOTE Confidence: 0.941511525

00:38:29.946 --> 00:38:32.976 clinicians rather over test, right.

NOTE Confidence: 0.941511525

00:38:32.976 --> 00:38:36.224 I think there's nobody on this session or

NOTE Confidence: 0.941511525

00:38:36.224 --> 00:38:39.661 any session that wouldn't say some amount

NOTE Confidence: 0.941511525

00:38:39.661 --> 00:38:43.455 of testing is unnecessary and so one of

NOTE Confidence: 0.941511525

00:38:43.455 --> 00:38:46.077 my observations as an emergency physician.

NOTE Confidence: 0.941511525

00:38:46.080 --> 00:38:49.640 Is that it's harder to test on telemedicine.

NOTE Confidence: 0.941511525

00:38:49.640 --> 00:38:51.740 So for things like the

NOTE Confidence: 0.941511525

00:38:51.740 --> 00:38:53.000 Choosing Wisely campaign,

NOTE Confidence: 0.941511525

00:38:53.000 --> 00:38:55.760 which look to doing less tests

NOTE Confidence: 0.941511525

00:38:55.760 --> 00:38:57.600 and subpopulations of patients,

NOTE Confidence: 0.941511525

00:38:57.600 --> 00:39:00.325 we actually compared compliance with

NOTE Confidence: 0.941511525

00:39:00.325 --> 00:39:03.050 the Choosing Wisely recommendations for

NOTE Confidence: 0.941511525

00:39:03.125 --> 00:39:05.161 antibiotics and potential sinusitis

NOTE Confidence: 0.941511525

00:39:05.161 --> 00:39:08.215 and found that the same clinicians.

NOTE Confidence: 0.941511525

00:39:08.220 --> 00:39:10.194 Did better when they work telemedicine

NOTE Confidence: 0.941511525

00:39:10.194 --> 00:39:12.975 than they did in the ER or urgent Care

NOTE Confidence: 0.941511525

00:39:12.975 --> 00:39:14.980 now now we don't honestly know why.

NOTE Confidence: 0.941511525

00:39:14.980 --> 00:39:16.510 We think it's because after a

NOTE Confidence: 0.941511525

00:39:16.510 --> 00:39:18.060 patient waits five hours in the ER,

NOTE Confidence: 0.941511525

00:39:18.060 --> 00:39:20.064 they're not going home without their

NOTE Confidence: 0.941511525

00:39:20.064 --> 00:39:22.063 antibiotics and after they wait 5

NOTE Confidence: 0.941511525

00:39:22.063 --> 00:39:23.578 minutes for a telemedicine visit,

NOTE Confidence: 0.941511525

00:39:23.580 --> 00:39:27.060 they just aren't going to fight about it.

NOTE Confidence: 0.941511525

00:39:27.060 --> 00:39:29.616 Taking head CT's as an example,

NOTE Confidence: 0.941511525

00:39:29.620 --> 00:39:32.991 we all know that we over utilize head CT's

NOTE Confidence: 0.941511525

00:39:32.991 --> 00:39:35.697 for patients with a traumatic headaches.

NOTE Confidence: 0.941511525

00:39:35.700 --> 00:39:36.471 I've never ordered.

NOTE Confidence: 0.941511525

00:39:36.471 --> 00:39:37.499 Well, that's not never.

NOTE Confidence: 0.941511525

00:39:37.500 --> 00:39:39.957 I seldom order a head CT on a patient

NOTE Confidence: 0.941511525

00:39:39.957 --> 00:39:42.820 I see with a headache on telemedicine.

NOTE Confidence: 0.941511525

00:39:42.820 --> 00:39:44.990 I have found better ways to assess

NOTE Confidence: 0.941511525

00:39:44.990 --> 00:39:47.299 it and I don't do the test.

NOTE Confidence: 0.941511525

00:39:47.300 --> 00:39:50.180 But in an ER with a six hour wait,

NOTE Confidence: 0.941511525

00:39:50.180 --> 00:39:52.100 the patient wants 100% reassurance

NOTE Confidence: 0.941511525

00:39:52.100 --> 00:39:54.660 and they end up talking their way

NOTE Confidence: 0.941511525

00:39:54.660 --> 00:39:56.940 into a head CT And I wonder what,

NOTE Confidence: 0.941511525

00:39:56.940 --> 00:39:58.540 Dan, whether your experience is

NOTE Confidence: 0.941511525

00:39:58.540 --> 00:39:59.820 the same or different,

NOTE Confidence: 0.941511525

00:39:59.820 --> 00:40:00.228 you know,

NOTE Confidence: 0.941511525

00:40:00.228 --> 00:40:01.656 and we'll throw the same question Emily,

NOTE Confidence: 0.941511525

00:40:01.660 --> 00:40:04.420 who also practices in the urgent Care World.

NOTE Confidence: 0.941511525

00:40:04.420 --> 00:40:06.856 To to see what her experience is

NOTE Confidence: 0.941511525

00:40:06.860 --> 00:40:08.970 it is it Oh my God I'm hog tied I

NOTE Confidence: 0.941511525

00:40:09.042 --> 00:40:11.506 need to send them for an in person

NOTE Confidence: 0.941511525

00:40:11.506 --> 00:40:13.622 evaluation or or is the perception

NOTE Confidence: 0.941511525

00:40:13.622 --> 00:40:15.776 maybe we actually do better because

NOTE Confidence: 0.941511525

00:40:15.780 --> 00:40:17.540 we don't order unnecessary tests.
NOTE Confidence: 0.9402536

00:40:19.180 --> 00:40:20.740 Well I think that's very
NOTE Confidence: 0.9402536

00:40:20.740 --> 00:40:23.560 it's very insightful the.
NOTE Confidence: 0.9402536

00:40:23.560 --> 00:40:26.240 I think it it could go to it goes two ways.
NOTE Confidence: 0.9402536

00:40:26.240 --> 00:40:28.814 Sometimes when we need a physical
NOTE Confidence: 0.9402536

00:40:28.814 --> 00:40:30.962 examination and it's not possible
NOTE Confidence: 0.9402536

00:40:30.962 --> 00:40:33.802 we do a work around and do some
NOTE Confidence: 0.9402536

00:40:33.802 --> 00:40:38.036 imaging sometimes and and I I credit
NOTE Confidence: 0.9402536

00:40:38.040 --> 00:40:41.720 the virtual environment for this.
NOTE Confidence: 0.9402536

00:40:41.720 --> 00:40:44.510 Our communication with patients is infinitely
NOTE Confidence: 0.9402536

00:40:44.510 --> 00:40:47.051 better through through virtual media.
NOTE Confidence: 0.9402536

00:40:47.051 --> 00:40:51.730 So for example I'll I'll see a patient.
NOTE Confidence: 0.9402536

00:40:51.730 --> 00:40:57.607 And I and if they were seen in person,
NOTE Confidence: 0.9402536

00:40:57.610 --> 00:40:59.834 they might have to wait a month,
NOTE Confidence: 0.9402536

00:40:59.834 --> 00:41:01.946 two months, three months for a
NOTE Confidence: 0.9402536

00:41:01.946 --> 00:41:04.090 follow up in the virtual space.

NOTE Confidence: 0.9402536

00:41:04.090 --> 00:41:06.250 I use a lot of messaging.

NOTE Confidence: 0.9402536

00:41:06.250 --> 00:41:09.282 So I I'll, I'll ask the patient to

NOTE Confidence: 0.9402536

00:41:09.282 --> 00:41:11.922 message me as frequently as daily

NOTE Confidence: 0.9402536

00:41:11.922 --> 00:41:14.785 or even twice daily about symptoms.

NOTE Confidence: 0.9402536

00:41:14.785 --> 00:41:19.090 And by that means I avoid testing.

NOTE Confidence: 0.9402536

00:41:19.090 --> 00:41:21.460 And you know, I think that.

NOTE Confidence: 0.9402536

00:41:21.460 --> 00:41:23.539 That that I'm not alone in this.

NOTE Confidence: 0.9402536

00:41:23.540 --> 00:41:27.844 I think very many people utilize this

NOTE Confidence: 0.9402536

00:41:27.844 --> 00:41:31.304 technique unless they're in baskets

NOTE Confidence: 0.9402536

00:41:31.304 --> 00:41:36.188 are are just overwhelming and that

NOTE Confidence: 0.9402536

00:41:36.188 --> 00:41:39.368 allows us to avoid unnecessary testing.

NOTE Confidence: 0.9402536

00:41:39.368 --> 00:41:42.140 So it goes both ways I think

NOTE Confidence: 0.950317

00:41:43.860 --> 00:41:47.040 Emily yeah. And I think on a little bit of a

NOTE Confidence: 0.9358508625

00:41:47.112 --> 00:41:49.416 different tangent on this one with.

NOTE Confidence: 0.9358508625

00:41:49.420 --> 00:41:50.686 The idea of if you're doing

NOTE Confidence: 0.9358508625

00:41:50.686 --> 00:41:52.176 virtual care and you all of a
NOTE Confidence: 0.9358508625

00:41:52.176 --> 00:41:53.376 sudden are trying to figure out,
NOTE Confidence: 0.9358508625

00:41:53.380 --> 00:41:54.948 do you need to do some type of
NOTE Confidence: 0.9358508625

00:41:54.948 --> 00:41:58.220 testing or imaging, Not only is it,
NOTE Confidence: 0.9358508625

00:41:58.220 --> 00:41:59.140 do you need to do this or not?
NOTE Confidence: 0.9358508625

00:41:59.140 --> 00:42:00.660 Do you need to try to be inventive
NOTE Confidence: 0.9358508625

00:42:00.660 --> 00:42:01.740 or innovative with your physical
NOTE Confidence: 0.9358508625

00:42:01.740 --> 00:42:03.060 exam to really make a decision?
NOTE Confidence: 0.9358508625

00:42:03.060 --> 00:42:04.140 Do they need to come in,
NOTE Confidence: 0.9358508625

00:42:04.140 --> 00:42:05.796 Do we need to send resources
NOTE Confidence: 0.9358508625

00:42:05.796 --> 00:42:07.340 to them or vice versa?
NOTE Confidence: 0.9358508625

00:42:07.340 --> 00:42:09.348 But I think it also it changes our
NOTE Confidence: 0.9358508625

00:42:09.348 --> 00:42:11.297 paradigm in our minds when we're doing
NOTE Confidence: 0.9358508625

00:42:11.297 --> 00:42:13.369 this that it's no longer your inperson
NOTE Confidence: 0.9358508625

00:42:13.369 --> 00:42:15.235 clinic and what you have available
NOTE Confidence: 0.9358508625

00:42:15.235 --> 00:42:17.936 down the hall for imaging or for labs.

NOTE Confidence: 0.9358508625

00:42:17.940 --> 00:42:20.348 You are now looking at potentially the whole

NOTE Confidence: 0.9358508625

00:42:20.348 --> 00:42:22.338 catchment area of your healthcare system.

NOTE Confidence: 0.9358508625

00:42:22.340 --> 00:42:23.810 So that patient may not live

NOTE Confidence: 0.9358508625

00:42:23.810 --> 00:42:25.246 next to your hospital to come

NOTE Confidence: 0.9358508625

00:42:25.246 --> 00:42:26.653 right in to get that head CT,

NOTE Confidence: 0.9358508625

00:42:26.660 --> 00:42:27.620 that chest, X-ray,

NOTE Confidence: 0.9358508625

00:42:27.620 --> 00:42:29.220 that COVID swab or whichever.

NOTE Confidence: 0.9358508625

00:42:29.220 --> 00:42:30.996 But now you you this virtual care allows

NOTE Confidence: 0.9358508625

00:42:30.996 --> 00:42:32.939 you not only because of you're on the

NOTE Confidence: 0.9358508625

00:42:32.939 --> 00:42:34.739 screen and the patient can stay at home,

NOTE Confidence: 0.9358508625

00:42:34.740 --> 00:42:36.140 but you can go ahead and start

NOTE Confidence: 0.9358508625

00:42:36.140 --> 00:42:37.340 helping that patient out even more.

NOTE Confidence: 0.9358508625

00:42:37.340 --> 00:42:39.620 To be like you can go and get your swab,

NOTE Confidence: 0.9358508625

00:42:39.620 --> 00:42:41.144 your chest X-ray,

NOTE Confidence: 0.9358508625

00:42:41.144 --> 00:42:44.396 your ultrasound for your DVT and a place

NOTE Confidence: 0.9358508625

00:42:44.396 --> 00:42:46.220 that's closer to and convenient to.
NOTE Confidence: 0.9358508625

00:42:46.220 --> 00:42:46.473 So.
NOTE Confidence: 0.9358508625

00:42:46.473 --> 00:42:48.244 I think it also it changes that
NOTE Confidence: 0.9358508625

00:42:48.244 --> 00:42:50.013 paradigm and makes it harder sometimes
NOTE Confidence: 0.9358508625

00:42:50.013 --> 00:42:51.819 or maybe easier to measure some
NOTE Confidence: 0.9358508625

00:42:51.873 --> 00:42:53.791 of the quality when this is now
NOTE Confidence: 0.9358508625

00:42:53.791 --> 00:42:55.268 expanding outside of the actual
NOTE Confidence: 0.9358508625

00:42:55.268 --> 00:42:57.212 footprint of what has been developed
NOTE Confidence: 0.9358508625

00:42:57.212 --> 00:42:59.059 over decades of the inperson care.
NOTE Confidence: 0.9358508625

00:42:59.060 --> 00:43:01.279 So I think from the urgent care
NOTE Confidence: 0.9358508625

00:43:01.279 --> 00:43:02.950 perspective is is sometimes.
NOTE Confidence: 0.9358508625

00:43:02.950 --> 00:43:04.406 Trying to think about that and trying
NOTE Confidence: 0.9358508625

00:43:04.406 --> 00:43:05.730 to think about quality of care
NOTE Confidence: 0.9358508625

00:43:05.730 --> 00:43:06.830 and patient experience by trying
NOTE Confidence: 0.9358508625

00:43:06.830 --> 00:43:08.270 to get them to that right spot.
NOTE Confidence: 0.9358508625

00:43:08.270 --> 00:43:10.405 And it may not be coming into

NOTE Confidence: 0.9358508625

00:43:10.405 --> 00:43:11.750 your actual hospital there,

NOTE Confidence: 0.9358508625

00:43:11.750 --> 00:43:13.066 but maybe another one in your system.

NOTE Confidence: 0.9358508625

00:43:13.070 --> 00:43:13.470 So

NOTE Confidence: 0.938815867142857

00:43:14.030 --> 00:43:16.109 Emily, that leads to a great point.

NOTE Confidence: 0.938815867142857

00:43:16.110 --> 00:43:17.902 A couple of years ago when we were

NOTE Confidence: 0.938815867142857

00:43:17.902 --> 00:43:19.549 looking at our marketing campaign,

NOTE Confidence: 0.938815867142857

00:43:19.550 --> 00:43:21.866 Steve Klasko, who's our CEO was,

NOTE Confidence: 0.938815867142857

00:43:21.870 --> 00:43:23.346 you know, super, super brilliant guy,

NOTE Confidence: 0.938815867142857

00:43:23.350 --> 00:43:24.736 but very insightful.

NOTE Confidence: 0.938815867142857

00:43:24.736 --> 00:43:26.190 He's like. Right now,

NOTE Confidence: 0.938815867142857

00:43:26.190 --> 00:43:27.780 we don't need to differentiate ourselves.

NOTE Confidence: 0.938815867142857

00:43:27.780 --> 00:43:29.700 We're the only people doing telemedicine.

NOTE Confidence: 0.938815867142857

00:43:29.700 --> 00:43:31.177 We don't need to advertise it much,

NOTE Confidence: 0.938815867142857

00:43:31.180 --> 00:43:32.812 you know, we need to make sure people

NOTE Confidence: 0.938815867142857

00:43:32.812 --> 00:43:34.276 have brand recognition, he says.

NOTE Confidence: 0.938815867142857

00:43:34.276 --> 00:43:35.764 But imagine four or five years
NOTE Confidence: 0.938815867142857

00:43:35.764 --> 00:43:37.659 from now when everybody's doing it,
NOTE Confidence: 0.938815867142857

00:43:37.660 --> 00:43:39.435 then what's going to be
NOTE Confidence: 0.938815867142857

00:43:39.435 --> 00:43:40.500 our differentiating point?
NOTE Confidence: 0.938815867142857

00:43:40.500 --> 00:43:43.084 Well, we are at that point in time
NOTE Confidence: 0.938815867142857

00:43:43.084 --> 00:43:45.144 now where pre COVID, you know,
NOTE Confidence: 0.938815867142857

00:43:45.144 --> 00:43:47.560 maybe there was 1 institution in the city
NOTE Confidence: 0.938815867142857

00:43:47.626 --> 00:43:49.936 that had a robust telemedicine program,
NOTE Confidence: 0.938815867142857

00:43:49.940 --> 00:43:52.019 but you know, at the tail end of COVID.
NOTE Confidence: 0.938815867142857

00:43:52.020 --> 00:43:55.656 Now what makes MGH or Dartmouth?
NOTE Confidence: 0.938815867142857

00:43:55.660 --> 00:43:56.434 But Jefferson,
NOTE Confidence: 0.938815867142857

00:43:56.434 --> 00:43:59.143 better than the place around the corner
NOTE Confidence: 0.938815867142857

00:43:59.143 --> 00:44:01.738 and I think you just illustrated it.
NOTE Confidence: 0.938815867142857

00:44:01.740 --> 00:44:04.760 It's about convenience and 24/7
NOTE Confidence: 0.938815867142857

00:44:04.760 --> 00:44:07.176 access and care coordination.
NOTE Confidence: 0.938815867142857

00:44:07.180 --> 00:44:08.587 So we do two things that have

NOTE Confidence: 0.938815867142857
00:44:08.587 --> 00:44:09.899 been a little bit discussed.
NOTE Confidence: 0.938815867142857
00:44:09.900 --> 00:44:11.916 We do what we call the virtual
NOTE Confidence: 0.938815867142857
00:44:11.916 --> 00:44:12.492 emergency department,
NOTE Confidence: 0.938815867142857
00:44:12.500 --> 00:44:14.140 which COVID testing is the
NOTE Confidence: 0.938815867142857
00:44:14.140 --> 00:44:15.780 easiest way to conceptualize it.
NOTE Confidence: 0.938815867142857
00:44:15.780 --> 00:44:17.096 You call, you need a COVID test.
NOTE Confidence: 0.938815867142857
00:44:17.100 --> 00:44:18.300 We set it up for you.
NOTE Confidence: 0.938815867142857
00:44:18.300 --> 00:44:20.050 We circle back with the results and
NOTE Confidence: 0.938815867142857
00:44:20.050 --> 00:44:21.928 close the loop and and from the time
NOTE Confidence: 0.938815867142857
00:44:21.928 --> 00:44:23.836 of your phone call to your test results
NOTE Confidence: 0.938815867142857
00:44:23.836 --> 00:44:25.656 is under 24 hours like we develop.
NOTE Confidence: 0.938815867142857
00:44:25.660 --> 00:44:27.501 Develop the system because we were going
NOTE Confidence: 0.938815867142857
00:44:27.501 --> 00:44:30.140 to be the best place in the region to do it.
NOTE Confidence: 0.938815867142857
00:44:30.140 --> 00:44:32.336 But it became not about telemedicine,
NOTE Confidence: 0.938815867142857
00:44:32.340 --> 00:44:35.630 it became about how do we leverage
NOTE Confidence: 0.938815867142857

00:44:35.630 --> 00:44:37.489 telemedicine for outstanding care
NOTE Confidence: 0.938815867142857

00:44:37.489 --> 00:44:39.727 coordination and and we will even
NOTE Confidence: 0.938815867142857

00:44:39.727 --> 00:44:42.006 do that for some ultrasound studies
NOTE Confidence: 0.938815867142857

00:44:42.006 --> 00:44:44.757 like DVT's or head CT studies or
NOTE Confidence: 0.938815867142857

00:44:44.757 --> 00:44:47.532 mild trauma send people for the
NOTE Confidence: 0.938815867142857

00:44:47.532 --> 00:44:48.454 outpatient testing.
NOTE Confidence: 0.938815867142857

00:44:48.460 --> 00:44:49.738 And you know what people say,
NOTE Confidence: 0.938815867142857

00:44:49.740 --> 00:44:50.538 well, how do you do that?
NOTE Confidence: 0.938815867142857

00:44:50.540 --> 00:44:52.853 Not in the ER, They need it right away.
NOTE Confidence: 0.938815867142857

00:44:52.860 --> 00:44:54.980 But you and I know because we work in Ers,
NOTE Confidence: 0.938815867142857

00:44:54.980 --> 00:44:56.457 that's eight hours in the waiting room,
NOTE Confidence: 0.938815867142857

00:44:56.460 --> 00:44:58.020 They get nothing right away.
NOTE Confidence: 0.938815867142857

00:44:58.020 --> 00:44:59.660 If they could call telemedicine,
NOTE Confidence: 0.938815867142857

00:44:59.660 --> 00:45:00.900 they're not going right into
NOTE Confidence: 0.938815867142857

00:45:00.900 --> 00:45:02.388 a room in the ER, right.
NOTE Confidence: 0.938815867142857

00:45:02.388 --> 00:45:04.620 So if we could close the loop in six

NOTE Confidence: 0.938815867142857
00:45:04.687 --> 00:45:06.535 or eight hours as an outpatient,
NOTE Confidence: 0.938815867142857
00:45:06.540 --> 00:45:09.260 they will get their care faster and better.
NOTE Confidence: 0.938815867142857
00:45:09.260 --> 00:45:12.059 And I think since this is a quality session,
NOTE Confidence: 0.938815867142857
00:45:12.060 --> 00:45:14.652 we, we need to be sure we're talking about,
NOTE Confidence: 0.938815867142857
00:45:14.660 --> 00:45:16.420 you know, I, I've heard the term recently,
NOTE Confidence: 0.938815867142857
00:45:16.420 --> 00:45:17.940 a bunch clicks and mortar,
NOTE Confidence: 0.938815867142857
00:45:17.940 --> 00:45:18.192 right.
NOTE Confidence: 0.938815867142857
00:45:18.192 --> 00:45:20.208 How do you take the clicks and send
NOTE Confidence: 0.938815867142857
00:45:20.208 --> 00:45:22.231 them to the right bricks and mortar
NOTE Confidence: 0.938815867142857
00:45:22.231 --> 00:45:23.855 building and maybe get a click
NOTE Confidence: 0.938815867142857
00:45:23.855 --> 00:45:26.420 back to them to to close the loop?
NOTE Confidence: 0.938815867142857
00:45:26.420 --> 00:45:28.340 And and to Dan's point about,
NOTE Confidence: 0.938815867142857
00:45:28.340 --> 00:45:29.950 you know, you got two iPhones in
NOTE Confidence: 0.938815867142857
00:45:29.950 --> 00:45:31.140 the room with families.
NOTE Confidence: 0.938815867142857
00:45:31.140 --> 00:45:31.540 You know,
NOTE Confidence: 0.938815867142857

00:45:31.540 --> 00:45:32.140 we've talked about,
NOTE Confidence: 0.938815867142857

00:45:32.140 --> 00:45:34.180 we call it virtual rounds or
NOTE Confidence: 0.938815867142857

00:45:34.180 --> 00:45:34.860 family engagement.
NOTE Confidence: 0.938815867142857

00:45:34.860 --> 00:45:37.037 We don't count that as a telemedicine
NOTE Confidence: 0.938815867142857

00:45:37.037 --> 00:45:39.379 call in our telemedicine numbers,
NOTE Confidence: 0.938815867142857

00:45:39.380 --> 00:45:41.837 but the patients count that as a
NOTE Confidence: 0.938815867142857

00:45:41.837 --> 00:45:43.980 telemedicine call because to Susan's point,
NOTE Confidence: 0.938815867142857

00:45:43.980 --> 00:45:46.060 wow,
NOTE Confidence: 0.938815867142857

00:45:46.060 --> 00:45:46.700 definitely.
NOTE Confidence: 0.954342278

00:45:50.460 --> 00:45:52.340 All right. Thanks. Great insights.
NOTE Confidence: 0.954342278

00:45:52.340 --> 00:45:53.580 We'll turn it over to Emily. I
NOTE Confidence: 0.920985863333334

00:45:53.580 --> 00:45:56.298 just wanted to to add that you know our
NOTE Confidence: 0.920985863333334

00:45:56.298 --> 00:45:58.823 patients average 2 hours away from our
NOTE Confidence: 0.920985863333334

00:45:58.823 --> 00:46:01.174 Medical Center because this is New England
NOTE Confidence: 0.920985863333334

00:46:01.174 --> 00:46:03.806 and and in the winter it's frequently
NOTE Confidence: 0.920985863333334

00:46:03.806 --> 00:46:06.140 impossible for them to get to us.

NOTE Confidence: 0.920985863333334
00:46:06.140 --> 00:46:09.218 So we do a lot of.
NOTE Confidence: 0.920985863333334
00:46:09.220 --> 00:46:13.056 You know, our virtual care at local
NOTE Confidence: 0.920985863333334
00:46:13.060 --> 00:46:16.325 small hospitals that can facilitate
NOTE Confidence: 0.920985863333334
00:46:16.325 --> 00:46:19.566 the testing that Judd talked about.
NOTE Confidence: 0.920985863333334
00:46:19.566 --> 00:46:20.818 So it's, you know,
NOTE Confidence: 0.920985863333334
00:46:20.820 --> 00:46:22.976 it's a it it it it does,
NOTE Confidence: 0.920985863333334
00:46:22.980 --> 00:46:27.980 it does vastly extend our reach and
NOTE Confidence: 0.920985863333334
00:46:27.980 --> 00:46:30.620 it's all to the patient's benefit.
NOTE Confidence: 0.920985863333334
00:46:30.620 --> 00:46:31.499 Sorry to interrupt.
NOTE Confidence: 0.926741042857143
00:46:32.860 --> 00:46:34.498 No, please do. We need more interruptions.
NOTE Confidence: 0.926741042857143
00:46:34.500 --> 00:46:36.100 That's the goal, Emily, to you. All
NOTE Confidence: 0.918401743333333
00:46:36.660 --> 00:46:38.500 right, Let's see if we can get five
NOTE Confidence: 0.918401743333333
00:46:38.500 --> 00:46:39.459 interruptions during this slide.
NOTE Confidence: 0.918401743333333
00:46:39.460 --> 00:46:41.068 So, so, yeah, so we've already
NOTE Confidence: 0.918401743333333
00:46:41.068 --> 00:46:42.818 touched upon a little bit of this,
NOTE Confidence: 0.918401743333333

00:46:42.820 --> 00:46:45.088 but I think it's back to when we're thinking

NOTE Confidence: 0.9184017433333333

00:46:45.088 --> 00:46:46.990 through this afternoon into this evening.

NOTE Confidence: 0.9184017433333333

00:46:46.990 --> 00:46:49.070 About telehealth and quality measurements,

NOTE Confidence: 0.9184017433333333

00:46:49.070 --> 00:46:51.030 I think we also need to recognize,

NOTE Confidence: 0.9184017433333333

00:46:51.030 --> 00:46:52.787 and this is something that the other

NOTE Confidence: 0.9184017433333333

00:46:52.787 --> 00:46:54.190 panelists have already mentioned too,

NOTE Confidence: 0.9184017433333333

00:46:54.190 --> 00:46:55.630 but things are changing.

NOTE Confidence: 0.9184017433333333

00:46:55.630 --> 00:46:57.430 This is this moving target.

NOTE Confidence: 0.9184017433333333

00:46:57.430 --> 00:46:59.113 And so some of the things to keep in

NOTE Confidence: 0.9184017433333333

00:46:59.113 --> 00:47:01.030 mind when we're creating quality metrics

NOTE Confidence: 0.9184017433333333

00:47:01.030 --> 00:47:03.690 or measuring quality is that idea the

NOTE Confidence: 0.9184017433333333

00:47:03.690 --> 00:47:06.662 COVID has changed how we work and when

NOTE Confidence: 0.9184017433333333

00:47:06.662 --> 00:47:09.259 I say that specifically to this side.

NOTE Confidence: 0.9184017433333333

00:47:09.260 --> 00:47:11.790 Are specific to this slide is that I've

NOTE Confidence: 0.9184017433333333

00:47:11.790 --> 00:47:14.040 seen a trend we had COVID all of a

NOTE Confidence: 0.9184017433333333

00:47:14.105 --> 00:47:16.411 sudden basically forced many providers to

NOTE Confidence: 0.918401743333333
00:47:16.411 --> 00:47:18.660 switch from in person care to virtual care.
NOTE Confidence: 0.918401743333333
00:47:18.660 --> 00:47:20.244 You know there was that steep ramp up and
NOTE Confidence: 0.918401743333333
00:47:20.244 --> 00:47:21.700 we're seeing a lot of things out there.
NOTE Confidence: 0.918401743333333
00:47:21.700 --> 00:47:22.454 McKinsey reports,
NOTE Confidence: 0.918401743333333
00:47:22.454 --> 00:47:24.339 other reports about how there's
NOTE Confidence: 0.918401743333333
00:47:24.340 --> 00:47:26.195 less claims now for telehealthcare
NOTE Confidence: 0.918401743333333
00:47:26.195 --> 00:47:28.420 and there's more in person care.
NOTE Confidence: 0.918401743333333
00:47:28.420 --> 00:47:30.116 And so while that may be happening that
NOTE Confidence: 0.918401743333333
00:47:30.116 --> 00:47:32.178 you can sort of see from the data that way.
NOTE Confidence: 0.918401743333333
00:47:32.180 --> 00:47:33.860 What I've been seeing when I talked
NOTE Confidence: 0.918401743333333
00:47:33.860 --> 00:47:35.547 to others around the country is that.
NOTE Confidence: 0.918401743333333
00:47:35.550 --> 00:47:36.252 You know,
NOTE Confidence: 0.918401743333333
00:47:36.252 --> 00:47:38.358 providers got a taste and patients
NOTE Confidence: 0.918401743333333
00:47:38.358 --> 00:47:40.429 definitely got a taste of telehealth.
NOTE Confidence: 0.918401743333333
00:47:40.430 --> 00:47:41.907 And now I feel like they're almost
NOTE Confidence: 0.918401743333333

00:47:41.907 --> 00:47:43.327 like being that cook that's riffing
NOTE Confidence: 0.9184017433333333

00:47:43.327 --> 00:47:44.065 in the kitchen.
NOTE Confidence: 0.9184017433333333

00:47:44.070 --> 00:47:44.440 You know,
NOTE Confidence: 0.9184017433333333

00:47:44.440 --> 00:47:46.150 there's a dash of telehealth we can put here,
NOTE Confidence: 0.9184017433333333

00:47:46.150 --> 00:47:47.932 whether it be remote patient monitoring
NOTE Confidence: 0.9184017433333333

00:47:47.932 --> 00:47:50.554 or maybe a an extra video visit or
NOTE Confidence: 0.9184017433333333

00:47:50.554 --> 00:47:52.269 something else that happens there.
NOTE Confidence: 0.9184017433333333

00:47:52.270 --> 00:47:53.590 And then someone else in another
NOTE Confidence: 0.9184017433333333

00:47:53.590 --> 00:47:54.030 program says,
NOTE Confidence: 0.9184017433333333

00:47:54.030 --> 00:47:54.259 well,
NOTE Confidence: 0.9184017433333333

00:47:54.259 --> 00:47:56.091 let me take 2 tablespoons of another part
NOTE Confidence: 0.9184017433333333

00:47:56.091 --> 00:47:58.104 of telehealth and put it into my program.
NOTE Confidence: 0.9184017433333333

00:47:58.110 --> 00:47:59.150 Which I think is great.
NOTE Confidence: 0.9184017433333333

00:47:59.150 --> 00:48:00.470 It's basically it's almost
NOTE Confidence: 0.9184017433333333

00:48:00.470 --> 00:48:01.790 like this awakening again.
NOTE Confidence: 0.9184017433333333

00:48:01.790 --> 00:48:03.379 We had sort of this like summer

NOTE Confidence: 0.918401743333333
00:48:03.379 --> 00:48:04.980 with like the the sun beating
NOTE Confidence: 0.918401743333333
00:48:04.980 --> 00:48:06.430 down with all this telehealth.
NOTE Confidence: 0.918401743333333
00:48:06.430 --> 00:48:07.390 We went into the fall,
NOTE Confidence: 0.918401743333333
00:48:07.390 --> 00:48:07.950 then all of a sudden,
NOTE Confidence: 0.918401743333333
00:48:07.950 --> 00:48:08.402 you know,
NOTE Confidence: 0.918401743333333
00:48:08.402 --> 00:48:09.984 it became a little bit more dormant,
NOTE Confidence: 0.918401743333333
00:48:09.990 --> 00:48:11.158 maybe not completely winter.
NOTE Confidence: 0.918401743333333
00:48:11.158 --> 00:48:13.264 But now we're starting to see like
NOTE Confidence: 0.918401743333333
00:48:13.264 --> 00:48:14.749 these small little saplings grow
NOTE Confidence: 0.918401743333333
00:48:14.749 --> 00:48:16.550 of different parts of telehealth,
NOTE Confidence: 0.918401743333333
00:48:16.550 --> 00:48:18.686 which makes it hard to sometimes
NOTE Confidence: 0.918401743333333
00:48:18.686 --> 00:48:20.110 measure quality of telehealth.
NOTE Confidence: 0.918401743333333
00:48:20.110 --> 00:48:21.363 And this is something that Lee had
NOTE Confidence: 0.918401743333333
00:48:21.363 --> 00:48:22.830 mentioned when he came on earlier too about,
NOTE Confidence: 0.918401743333333
00:48:22.830 --> 00:48:23.434 you know,
NOTE Confidence: 0.918401743333333

00:48:23.434 --> 00:48:25.548 it's not just telehealth or in person.
NOTE Confidence: 0.9184017433333333

00:48:25.550 --> 00:48:27.286 So when you start trying to figure out.
NOTE Confidence: 0.9184017433333333

00:48:27.290 --> 00:48:27.834 Quality metrics,
NOTE Confidence: 0.9184017433333333

00:48:27.834 --> 00:48:30.010 How are you going to be capturing those
NOTE Confidence: 0.9184017433333333

00:48:30.067 --> 00:48:32.209 different little pieces of telehealth there?
NOTE Confidence: 0.9184017433333333

00:48:32.210 --> 00:48:33.687 It's not that I don't want those
NOTE Confidence: 0.9184017433333333

00:48:33.687 --> 00:48:35.050 different pieces of telehealth there,
NOTE Confidence: 0.9184017433333333

00:48:35.050 --> 00:48:36.475 it's just something that confounds
NOTE Confidence: 0.9184017433333333

00:48:36.475 --> 00:48:38.034 the picture, makes it more complex.
NOTE Confidence: 0.9184017433333333

00:48:38.034 --> 00:48:39.510 The other piece here is that
NOTE Confidence: 0.9184017433333333

00:48:39.560 --> 00:48:41.250 telehealth is still relatively new.
NOTE Confidence: 0.9184017433333333

00:48:41.250 --> 00:48:41.812 So yes,
NOTE Confidence: 0.9184017433333333

00:48:41.812 --> 00:48:43.217 there are specialties that have
NOTE Confidence: 0.9184017433333333

00:48:43.217 --> 00:48:44.689 had telehealth for decades now.
NOTE Confidence: 0.9184017433333333

00:48:44.690 --> 00:48:46.238 We have Telestroke that has done
NOTE Confidence: 0.9184017433333333

00:48:46.238 --> 00:48:48.490 a lot and has a lot of robust

NOTE Confidence: 0.918401743333333
00:48:48.490 --> 00:48:49.810 quality measures there,
NOTE Confidence: 0.918401743333333
00:48:49.810 --> 00:48:51.810 but there is also quite a bit of
NOTE Confidence: 0.918401743333333
00:48:51.810 --> 00:48:53.560 telehealth that's much newer on the scene.
NOTE Confidence: 0.927230588235294
00:48:53.560 --> 00:48:54.820 And so if there's a program
NOTE Confidence: 0.927230588235294
00:48:54.820 --> 00:48:56.262 that's newer on the scene and
NOTE Confidence: 0.927230588235294
00:48:56.262 --> 00:48:57.637 you're trying to measure quality,
NOTE Confidence: 0.927230588235294
00:48:57.640 --> 00:48:58.904 what are you measuring?
NOTE Confidence: 0.927230588235294
00:48:58.904 --> 00:49:00.800 Are you measuring the actual program?
NOTE Confidence: 0.927230588235294
00:49:00.800 --> 00:49:02.060 Are you measuring how
NOTE Confidence: 0.927230588235294
00:49:02.060 --> 00:49:03.320 well it was implemented?
NOTE Confidence: 0.927230588235294
00:49:03.320 --> 00:49:04.692 If there might have been a high
NOTE Confidence: 0.927230588235294
00:49:04.692 --> 00:49:05.280 staff turnover rate?
NOTE Confidence: 0.927230588235294
00:49:05.280 --> 00:49:06.790 Are you actually measuring that
NOTE Confidence: 0.927230588235294
00:49:06.790 --> 00:49:08.899 issue there with maybe some of the
NOTE Confidence: 0.927230588235294
00:49:08.899 --> 00:49:10.525 human resources and not the actual
NOTE Confidence: 0.927230588235294

00:49:10.525 --> 00:49:12.069 care that's being provided from
NOTE Confidence: 0.927230588235294

00:49:12.069 --> 00:49:13.894 the clinician to the patient, so.
NOTE Confidence: 0.927230588235294

00:49:13.894 --> 00:49:15.418 While we need to have quality
NOTE Confidence: 0.927230588235294

00:49:15.418 --> 00:49:17.068 measures for these new programs too,
NOTE Confidence: 0.927230588235294

00:49:17.070 --> 00:49:20.270 we need to take the outcomes we're
NOTE Confidence: 0.927230588235294

00:49:20.270 --> 00:49:22.210 measuring back to food and algae
NOTE Confidence: 0.927230588235294

00:49:22.210 --> 00:49:24.830 with a grain of salt because there
NOTE Confidence: 0.927230588235294

00:49:24.830 --> 00:49:27.275 is inherently there are some other
NOTE Confidence: 0.927230588235294

00:49:27.275 --> 00:49:28.960 confounding factors when we're measuring
NOTE Confidence: 0.927230588235294

00:49:29.009 --> 00:49:30.750 something that's being implemented
NOTE Confidence: 0.927230588235294

00:49:30.750 --> 00:49:31.786 and just keep an eye on time.
NOTE Confidence: 0.927230588235294

00:49:31.790 --> 00:49:33.030 I we already talked about some of this,
NOTE Confidence: 0.927230588235294

00:49:33.030 --> 00:49:34.460 the telehealth may not be
NOTE Confidence: 0.927230588235294

00:49:34.460 --> 00:49:35.604 a discrete program that.
NOTE Confidence: 0.927230588235294

00:49:35.610 --> 00:49:37.128 You could have a telehealth program,
NOTE Confidence: 0.927230588235294

00:49:37.130 --> 00:49:38.782 but we also need to figure out

NOTE Confidence: 0.927230588235294
00:49:38.782 --> 00:49:40.222 how to measure how telehealth,
NOTE Confidence: 0.927230588235294
00:49:40.222 --> 00:49:41.686 the tool of telehealth,
NOTE Confidence: 0.927230588235294
00:49:41.690 --> 00:49:45.449 the application of that is impacting care.
NOTE Confidence: 0.927230588235294
00:49:45.450 --> 00:49:48.718 So I wanted to make sure there was
NOTE Confidence: 0.927230588235294
00:49:48.718 --> 00:49:50.095 time for more discussion and I
NOTE Confidence: 0.927230588235294
00:49:50.095 --> 00:49:51.250 didn't get the five interruptions.
NOTE Confidence: 0.927230588235294
00:49:51.250 --> 00:49:52.420 So if there's other interruptions
NOTE Confidence: 0.927230588235294
00:49:52.420 --> 00:49:52.888 people want,
NOTE Confidence: 0.927230588235294
00:49:52.890 --> 00:49:53.090 here's
NOTE Confidence: 0.9402536
00:49:53.130 --> 00:49:54.530 an interruption. There we go.
NOTE Confidence: 0.9402536
00:49:54.530 --> 00:49:55.810 I think that I think that's a very,
NOTE Confidence: 0.9402536
00:49:55.810 --> 00:49:58.568 very important point and that is that.
NOTE Confidence: 0.9402536
00:49:58.570 --> 00:50:01.146 You know, you can be as sophisticated
NOTE Confidence: 0.9402536
00:50:01.146 --> 00:50:03.770 a provider as you possibly can be,
NOTE Confidence: 0.9402536
00:50:03.770 --> 00:50:05.725 but if the mechanics of
NOTE Confidence: 0.9402536

00:50:05.725 --> 00:50:07.289 the interaction don't work,
NOTE Confidence: 0.9402536

00:50:07.290 --> 00:50:10.716 you're you're just, you know, toast.
NOTE Confidence: 0.9402536

00:50:10.716 --> 00:50:12.954 And you know,
NOTE Confidence: 0.9402536

00:50:12.954 --> 00:50:16.058 for every telemedicine session I have,
NOTE Confidence: 0.9402536

00:50:16.058 --> 00:50:19.129 I would say a good quarter of them.
NOTE Confidence: 0.9402536

00:50:19.130 --> 00:50:20.650 For one reason or another,
NOTE Confidence: 0.9402536

00:50:20.650 --> 00:50:25.370 the interface doesn't work and that can be.
NOTE Confidence: 0.9402536

00:50:25.370 --> 00:50:27.430 You know, you know,
NOTE Confidence: 0.9402536

00:50:27.430 --> 00:50:29.490 I'm sure everybody's experienced,
NOTE Confidence: 0.9402536

00:50:29.490 --> 00:50:32.550 these patients in cars trying to
NOTE Confidence: 0.9402536

00:50:32.550 --> 00:50:35.596 get Wi-Fi because they're in the
NOTE Confidence: 0.9402536

00:50:35.596 --> 00:50:38.860 Walmart parking lot and, you know,
NOTE Confidence: 0.9402536

00:50:38.860 --> 00:50:42.010 not having that be successful.
NOTE Confidence: 0.9402536

00:50:42.010 --> 00:50:45.400 To just you know random zoom
NOTE Confidence: 0.9402536

00:50:45.400 --> 00:50:47.418 issues and and other stuff.
NOTE Confidence: 0.9402536

00:50:47.418 --> 00:50:50.972 So you know we have to be you know

NOTE Confidence: 0.9402536

00:50:50.972 --> 00:50:53.552 as providers were were very flexible

NOTE Confidence: 0.9402536

00:50:53.552 --> 00:50:56.320 we switched it to a telephone

NOTE Confidence: 0.9402536

00:50:56.320 --> 00:51:00.330 inter inter you know encounter.

NOTE Confidence: 0.9402536

00:51:00.330 --> 00:51:03.530 But from a telemedicine standpoint

NOTE Confidence: 0.9402536

00:51:03.530 --> 00:51:06.128 discriminating between mechanical

NOTE Confidence: 0.9402536

00:51:06.128 --> 00:51:09.646 problems and provider problems are

NOTE Confidence: 0.9402536

00:51:09.646 --> 00:51:11.936 probably going to be insightful.

NOTE Confidence: 0.9402536

00:51:11.940 --> 00:51:14.052 In in terms of teaching people

NOTE Confidence: 0.9402536

00:51:14.052 --> 00:51:15.460 how to do this,

NOTE Confidence: 0.9402536

00:51:15.460 --> 00:51:19.120 because there are different set of

NOTE Confidence: 0.9402536

00:51:19.120 --> 00:51:21.930 skills to debugging the interface

NOTE Confidence: 0.9402536

00:51:21.930 --> 00:51:25.995 between you and the patient in terms of

NOTE Confidence: 0.9402536

00:51:25.995 --> 00:51:28.138 the the Internet connection and so on,

NOTE Confidence: 0.9402536

00:51:28.140 --> 00:51:31.426 which we all get good at and the other

NOTE Confidence: 0.9402536

00:51:31.426 --> 00:51:33.980 things that we have to be good at.

NOTE Confidence: 0.9402536

00:51:33.980 --> 00:51:36.395 And that is eliciting all the symptoms

NOTE Confidence: 0.9402536

00:51:36.395 --> 00:51:38.703 and you know sometimes signs that

NOTE Confidence: 0.9402536

00:51:38.703 --> 00:51:41.097 point us in the right direction.

NOTE Confidence: 0.936899133333333

00:51:42.820 --> 00:51:45.646 I think the other issue here

NOTE Confidence: 0.936899133333333

00:51:45.646 --> 00:51:48.140 that we also that will evolve,

NOTE Confidence: 0.936899133333333

00:51:48.140 --> 00:51:50.660 but we have whole teams of people

NOTE Confidence: 0.936899133333333

00:51:50.736 --> 00:51:53.136 that are involved in these visits,

NOTE Confidence: 0.936899133333333

00:51:53.140 --> 00:51:56.536 scheduling them, preparing for them etcetera.

NOTE Confidence: 0.936899133333333

00:51:56.540 --> 00:51:59.051 And one of the areas that I also see

NOTE Confidence: 0.936899133333333

00:51:59.051 --> 00:52:02.002 a fair number of comments from our

NOTE Confidence: 0.936899133333333

00:52:02.002 --> 00:52:04.671 patients where they're not happy is

NOTE Confidence: 0.936899133333333

00:52:04.671 --> 00:52:07.257 when their visit was actually virtual.

NOTE Confidence: 0.936899133333333

00:52:07.260 --> 00:52:09.470 But that wasn't clearly explained

NOTE Confidence: 0.936899133333333

00:52:09.470 --> 00:52:13.209 to them and they show up in person

NOTE Confidence: 0.936899133333333

00:52:13.209 --> 00:52:15.433 and there's massive confusion and

NOTE Confidence: 0.936899133333333

00:52:15.433 --> 00:52:17.777 they didn't want to come in and now

NOTE Confidence: 0.936899133333333
00:52:17.777 --> 00:52:20.328 they're there and can they even be
NOTE Confidence: 0.936899133333333
00:52:20.328 --> 00:52:22.363 seen because sometimes they're whoever
NOTE Confidence: 0.936899133333333
00:52:22.363 --> 00:52:24.575 they're planning to see is at home.
NOTE Confidence: 0.936899133333333
00:52:24.580 --> 00:52:25.908 So it's, you know,
NOTE Confidence: 0.936899133333333
00:52:25.908 --> 00:52:27.900 there's some some of these operational
NOTE Confidence: 0.936899133333333
00:52:27.965 --> 00:52:30.247 workflow issues are also things that I
NOTE Confidence: 0.936899133333333
00:52:30.247 --> 00:52:32.458 think we're going to need to sort out,
NOTE Confidence: 0.936899133333333
00:52:32.460 --> 00:52:34.056 but I know we will over time.
NOTE Confidence: 0.8835498
00:52:35.830 --> 00:52:37.546 Just to that point, you know,
NOTE Confidence: 0.8835498
00:52:37.550 --> 00:52:42.834 sometimes I've had to reverse virtual
NOTE Confidence: 0.8835498
00:52:42.834 --> 00:52:45.942 meetings so the patient shows up because
NOTE Confidence: 0.8835498
00:52:45.942 --> 00:52:48.597 they were confused and I'm home.
NOTE Confidence: 0.8835498
00:52:48.600 --> 00:52:51.282 And so we give them an iPad in the
NOTE Confidence: 0.8835498
00:52:51.282 --> 00:52:53.582 exam room and I'm home, you know,
NOTE Confidence: 0.8835498
00:52:53.582 --> 00:52:55.720 so we've done it that way too. Yeah,
NOTE Confidence: 0.9402536

00:52:56.000 --> 00:52:58.275 I don't think we're doing that yet,
NOTE Confidence: 0.9402536

00:52:58.280 --> 00:53:00.840 but Lee would would know actually.
NOTE Confidence: 0.94226628

00:53:00.840 --> 00:53:02.611 Yeah, we have a version of that
NOTE Confidence: 0.94226628

00:53:02.611 --> 00:53:05.229 where we have patients who are doing
NOTE Confidence: 0.94226628

00:53:05.229 --> 00:53:07.320 multidisciplinary care at the Cancer Center.
NOTE Confidence: 0.94226628

00:53:07.320 --> 00:53:08.478 So they'll come in the room,
NOTE Confidence: 0.94226628

00:53:08.480 --> 00:53:10.559 they'll be one provider in the room,
NOTE Confidence: 0.94226628

00:53:10.560 --> 00:53:12.088 2 providers located remotely
NOTE Confidence: 0.94226628

00:53:12.088 --> 00:53:14.380 and the patient in the room.
NOTE Confidence: 0.94226628

00:53:14.380 --> 00:53:15.300 Because the patient's also
NOTE Confidence: 0.94226628

00:53:15.300 --> 00:53:16.220 getting chemo that day,
NOTE Confidence: 0.94226628

00:53:16.220 --> 00:53:18.008 but they still get the opportunity
NOTE Confidence: 0.94226628

00:53:18.008 --> 00:53:19.780 to visit with multiple providers.
NOTE Confidence: 0.94226628

00:53:19.780 --> 00:53:20.860 The other point I was going to make,
NOTE Confidence: 0.94226628

00:53:20.860 --> 00:53:22.740 and it's teeing off of what Emily said,
NOTE Confidence: 0.94226628

00:53:22.740 --> 00:53:24.860 is like apples to apples.

NOTE Confidence: 0.94226628

00:53:24.860 --> 00:53:27.802 And I think we just don't do that routinely.

NOTE Confidence: 0.94226628

00:53:27.802 --> 00:53:31.876 So a nice analogy for this would be we we,

NOTE Confidence: 0.94226628

00:53:31.876 --> 00:53:33.268 we have satisfaction surveys

NOTE Confidence: 0.94226628

00:53:33.268 --> 00:53:34.660 where we're constantly asking,

NOTE Confidence: 0.94226628

00:53:34.660 --> 00:53:36.220 you know, could you connect,

NOTE Confidence: 0.94226628

00:53:36.220 --> 00:53:37.816 was the connection of good quality,

NOTE Confidence: 0.94226628

00:53:37.820 --> 00:53:38.820 could you hear the doctor,

NOTE Confidence: 0.94226628

00:53:38.820 --> 00:53:40.510 Could you see the doctor?

NOTE Confidence: 0.94226628

00:53:40.510 --> 00:53:42.427 I have yet to see a survey that says,

NOTE Confidence: 0.94226628

00:53:42.430 --> 00:53:43.630 did you have trouble getting

NOTE Confidence: 0.94226628

00:53:43.630 --> 00:53:44.590 on the Mass Turnpike?

NOTE Confidence: 0.94226628

00:53:44.590 --> 00:53:46.350 Did you find the exit to the hospital?

NOTE Confidence: 0.94226628

00:53:46.350 --> 00:53:48.590 OK, could you find the parking lot?

NOTE Confidence: 0.94226628

00:53:48.590 --> 00:53:49.950 Did you find the elevator?

NOTE Confidence: 0.94226628

00:53:49.950 --> 00:53:51.945 You know, how was the waiting room?

NOTE Confidence: 0.94226628

00:53:51.950 --> 00:53:54.092 Because we just put that burden on
NOTE Confidence: 0.94226628

00:53:54.092 --> 00:53:55.942 the patient and we say everything
NOTE Confidence: 0.94226628

00:53:55.942 --> 00:53:58.152 that happens until you hit the front
NOTE Confidence: 0.94226628

00:53:58.152 --> 00:54:00.224 door of my office is your problem.
NOTE Confidence: 0.94226628

00:54:00.230 --> 00:54:02.183 And what happens in the office is my problem.
NOTE Confidence: 0.94226628

00:54:02.190 --> 00:54:04.458 So I think we that's why we have to
NOTE Confidence: 0.94226628

00:54:04.458 --> 00:54:06.547 think a little bit more broadly so
NOTE Confidence: 0.94226628

00:54:06.547 --> 00:54:08.779 that as we redesign the experiences.
NOTE Confidence: 0.94226628

00:54:08.780 --> 00:54:09.988 We're really thinking about
NOTE Confidence: 0.94226628

00:54:09.988 --> 00:54:11.498 the the true patient journey,
NOTE Confidence: 0.94226628

00:54:11.500 --> 00:54:14.335 the physical as well as the emotional
NOTE Confidence: 0.94226628

00:54:14.335 --> 00:54:16.665 journey so that patients spend the
NOTE Confidence: 0.94226628

00:54:16.665 --> 00:54:19.500 most amount of time with us as a
NOTE Confidence: 0.94226628

00:54:19.500 --> 00:54:21.540 proportion of the journey as possible.
NOTE Confidence: 0.8434933683333333

00:54:22.180 --> 00:54:24.732 So late to to that point, I, I,
NOTE Confidence: 0.8434933683333333

00:54:24.732 --> 00:54:26.780 I I think that's such an outstanding point.

NOTE Confidence: 0.843493368333333
00:54:26.780 --> 00:54:29.452 I will share my wife's story twice at
NOTE Confidence: 0.843493368333333
00:54:29.452 --> 00:54:32.378 a health system I'm very familiar with.
NOTE Confidence: 0.843493368333333
00:54:32.380 --> 00:54:32.980 She showed up,
NOTE Confidence: 0.843493368333333
00:54:32.980 --> 00:54:34.180 got caught in a little traffic,
NOTE Confidence: 0.843493368333333
00:54:34.180 --> 00:54:35.780 went into a parking lot,
NOTE Confidence: 0.843493368333333
00:54:35.780 --> 00:54:37.780 there were no parking spots.
NOTE Confidence: 0.843493368333333
00:54:37.780 --> 00:54:38.935 Circled around left,
NOTE Confidence: 0.843493368333333
00:54:38.935 --> 00:54:41.916 went to another parking lot, found a spot,
NOTE Confidence: 0.843493368333333
00:54:41.916 --> 00:54:44.380 got to the appointment 17 minutes late.
NOTE Confidence: 0.843493368333333
00:54:44.380 --> 00:54:47.098 We apparently have the most ridiculous,
NOTE Confidence: 0.843493368333333
00:54:47.100 --> 00:54:48.232 most least patient centered
NOTE Confidence: 0.843493368333333
00:54:48.232 --> 00:54:49.930 rule known to mankind that if
NOTE Confidence: 0.843493368333333
00:54:49.981 --> 00:54:51.619 you're more than 15 minutes late,
NOTE Confidence: 0.843493368333333
00:54:51.620 --> 00:54:53.168 your appointment is cancelled.
NOTE Confidence: 0.843493368333333
00:54:53.168 --> 00:54:55.103 So in an inperson appointment,
NOTE Confidence: 0.843493368333333

00:54:55.110 --> 00:54:57.462 my wife, who waited months to see
NOTE Confidence: 0.8434933683333333

00:54:57.462 --> 00:54:59.142 her rheumatologist and happened to
NOTE Confidence: 0.8434933683333333

00:54:59.142 --> 00:55:01.284 this one day actually be having a
NOTE Confidence: 0.8434933683333333

00:55:01.284 --> 00:55:03.390 flare during a routine appointment,
NOTE Confidence: 0.8434933683333333

00:55:03.390 --> 00:55:05.427 got sent home only to be seen.
NOTE Confidence: 0.8434933683333333

00:55:05.430 --> 00:55:07.418 She was actually shocked that she got
NOTE Confidence: 0.8434933683333333

00:55:07.418 --> 00:55:09.749 a phone call from the COO apologizing,
NOTE Confidence: 0.8434933683333333

00:55:09.750 --> 00:55:11.260 but that didn't actually get
NOTE Confidence: 0.8434933683333333

00:55:11.260 --> 00:55:12.468 her better care yet.
NOTE Confidence: 0.8434933683333333

00:55:12.470 --> 00:55:15.043 You know, we we you're you're 100% right.
NOTE Confidence: 0.8434933683333333

00:55:15.043 --> 00:55:16.908 But if the technology fails,
NOTE Confidence: 0.8434933683333333

00:55:16.910 --> 00:55:18.510 you hear about it, I hear about it.
NOTE Confidence: 0.8434933683333333

00:55:18.510 --> 00:55:19.790 We get texted all day.
NOTE Confidence: 0.8434933683333333

00:55:19.790 --> 00:55:21.026 We know about it right away.
NOTE Confidence: 0.9149782875

00:55:21.820 --> 00:55:23.460 Can I just jump in for a second?
NOTE Confidence: 0.9149782875

00:55:23.460 --> 00:55:25.620 Is there any time because Lee,

NOTE Confidence: 0.9149782875

00:55:25.620 --> 00:55:29.370 I think I think what you just

NOTE Confidence: 0.9149782875

00:55:29.370 --> 00:55:31.627 mentioned is a little bit of a

NOTE Confidence: 0.9149782875

00:55:31.627 --> 00:55:33.417 complicated issue because you know,

NOTE Confidence: 0.9149782875

00:55:33.420 --> 00:55:35.810 we've done research for decades

NOTE Confidence: 0.9149782875

00:55:35.810 --> 00:55:38.200 about how patients define quality

NOTE Confidence: 0.9149782875

00:55:38.276 --> 00:55:40.980 of care and in contrast to what we

NOTE Confidence: 0.9149782875

00:55:40.980 --> 00:55:43.720 often think the amenities never ever

NOTE Confidence: 0.9149782875

00:55:43.720 --> 00:55:46.247 get mentioned like parking, food.

NOTE Confidence: 0.9149782875

00:55:46.247 --> 00:55:48.582 Wayfinding, even though we see

NOTE Confidence: 0.9149782875

00:55:48.582 --> 00:55:51.620 some of that in in comments,

NOTE Confidence: 0.9149782875

00:55:51.620 --> 00:55:54.260 but with the telehealth visits,

NOTE Confidence: 0.9149782875

00:55:54.260 --> 00:55:57.446 the connectivity is actually quite critical

NOTE Confidence: 0.9149782875

00:55:57.446 --> 00:56:00.260 to the clinical experience of care.

NOTE Confidence: 0.9149782875

00:56:00.260 --> 00:56:02.648 And I think that when somebody's

NOTE Confidence: 0.9149782875

00:56:02.648 --> 00:56:04.740 scheduled for a virtual visit,

NOTE Confidence: 0.9149782875

00:56:04.740 --> 00:56:06.604 they're really looking forward
NOTE Confidence: 0.9149782875

00:56:06.604 --> 00:56:08.472 to seeing the doctor and they
NOTE Confidence: 0.9149782875

00:56:08.472 --> 00:56:10.260 don't want to be on the phone.
NOTE Confidence: 0.9149782875

00:56:10.260 --> 00:56:13.676 So they get upset when the technical side.
NOTE Confidence: 0.9149782875

00:56:13.680 --> 00:56:14.474 Doesn't work.
NOTE Confidence: 0.9149782875

00:56:14.474 --> 00:56:17.253 And that I think has a different
NOTE Confidence: 0.9149782875

00:56:17.253 --> 00:56:19.223 impact on the clinical care
NOTE Confidence: 0.9149782875

00:56:19.223 --> 00:56:21.180 than the parking or the traffic
NOTE Confidence: 0.9149782875

00:56:21.180 --> 00:56:22.760 on Mass Pike or whatever.
NOTE Confidence: 0.884786136363636

00:56:22.760 --> 00:56:24.830 So Susan, let me let me turn it around
NOTE Confidence: 0.884786136363636

00:56:24.830 --> 00:56:26.739 because my intention was not to say
NOTE Confidence: 0.884786136363636

00:56:26.739 --> 00:56:28.279 we shouldn't pay attention to that.
NOTE Confidence: 0.884786136363636

00:56:28.280 --> 00:56:30.240 It was to say that we should
NOTE Confidence: 0.884786136363636

00:56:30.240 --> 00:56:31.345 be paying attention to.
NOTE Confidence: 0.884786136363636

00:56:31.345 --> 00:56:33.730 What are the what we see is almost a
NOTE Confidence: 0.884786136363636

00:56:33.798 --> 00:56:36.024 victimless crime of what our patients

NOTE Confidence: 0.884786136363636
00:56:36.024 --> 00:56:38.710 go through Just to get to us. I'll make.
NOTE Confidence: 0.884786136363636
00:56:38.710 --> 00:56:40.355 I'll just share very briefly an anecdote.
NOTE Confidence: 0.884786136363636
00:56:40.360 --> 00:56:41.956 I ask my patients all the time
NOTE Confidence: 0.884786136363636
00:56:41.956 --> 00:56:43.725 you know how was this did this
NOTE Confidence: 0.884786136363636
00:56:43.725 --> 00:56:45.345 visit meet your needs and you know
NOTE Confidence: 0.884786136363636
00:56:45.345 --> 00:56:46.515 do you miss coming in person.
NOTE Confidence: 0.884786136363636
00:56:46.520 --> 00:56:48.062 And I've I've had several patients
NOTE Confidence: 0.884786136363636
00:56:48.062 --> 00:56:49.976 say to me paraphrasing them.
NOTE Confidence: 0.884786136363636
00:56:49.976 --> 00:56:51.680 Basically Doctor Schwaman,
NOTE Confidence: 0.884786136363636
00:56:51.680 --> 00:56:52.720 I love meeting with you.
NOTE Confidence: 0.884786136363636
00:56:52.720 --> 00:56:54.316 It's great to see you in person
NOTE Confidence: 0.884786136363636
00:56:54.316 --> 00:56:55.759 but I have to be honest.
NOTE Confidence: 0.884786136363636
00:56:55.760 --> 00:56:57.475 You know as wonderful as it is
NOTE Confidence: 0.884786136363636
00:56:57.475 --> 00:56:59.372 it's is it really worth the four
NOTE Confidence: 0.884786136363636
00:56:59.372 --> 00:57:01.679 hours I have to take out of my day.
NOTE Confidence: 0.884786136363636

00:57:01.680 --> 00:57:03.651 To get to and from the visit and the
NOTE Confidence: 0.884786136363636

00:57:03.651 --> 00:57:05.118 waiting room and all that stuff.
NOTE Confidence: 0.884786136363636

00:57:05.120 --> 00:57:07.850 Whereas in person visit my time with
NOTE Confidence: 0.884786136363636

00:57:07.850 --> 00:57:10.969 you is less than 25 or 20% of my total
NOTE Confidence: 0.884786136363636

00:57:10.969 --> 00:57:12.960 time I spend is was spent with you,
NOTE Confidence: 0.884786136363636

00:57:12.960 --> 00:57:15.156 with a virtual visit it's 90%.
NOTE Confidence: 0.884786136363636

00:57:15.160 --> 00:57:18.044 I think that's what we should be
NOTE Confidence: 0.884786136363636

00:57:18.044 --> 00:57:20.514 remembering when we overvalue what it
NOTE Confidence: 0.884786136363636

00:57:20.514 --> 00:57:22.033 means to see the patient in person.
NOTE Confidence: 0.884786136363636

00:57:22.040 --> 00:57:22.872 For us it's easy,
NOTE Confidence: 0.884786136363636

00:57:22.872 --> 00:57:24.120 we're sitting in our office and
NOTE Confidence: 0.884786136363636

00:57:24.165 --> 00:57:25.437 people March in and March out.
NOTE Confidence: 0.884786136363636

00:57:25.440 --> 00:57:27.084 But for our patients it's it's
NOTE Confidence: 0.884786136363636

00:57:27.084 --> 00:57:28.571 quite a journey especially for
NOTE Confidence: 0.884786136363636

00:57:28.571 --> 00:57:29.919 those with mobility challenges.
NOTE Confidence: 0.884786136363636

00:57:29.920 --> 00:57:31.028 So I think that.

NOTE Confidence: 0.884786136363636

00:57:31.028 --> 00:57:33.670 I think that we need to embrace the

NOTE Confidence: 0.884786136363636

00:57:33.670 --> 00:57:36.376 journey for our in person patient

NOTE Confidence: 0.884786136363636

00:57:36.376 --> 00:57:38.545 experiences equally so that we can

NOTE Confidence: 0.884786136363636

00:57:38.545 --> 00:57:40.675 then judge the true value of where

NOTE Confidence: 0.884786136363636

00:57:40.675 --> 00:57:43.020 virtual is is meeting our patients needs.

NOTE Confidence: 0.884786136363636

00:57:43.020 --> 00:57:43.260 Yeah,

NOTE Confidence: 0.94193095

00:57:43.420 --> 00:57:45.100 no, I completely agree with that.

NOTE Confidence: 0.93647994375

00:57:46.180 --> 00:57:47.780 All right, let's go to the next slide.

NOTE Confidence: 0.93647994375

00:57:47.780 --> 00:57:50.084 I have a wrap up slide and you can

NOTE Confidence: 0.93647994375

00:57:50.084 --> 00:57:52.307 see that I am far from a genius.

NOTE Confidence: 0.93647994375

00:57:52.310 --> 00:57:54.582 Because the title says what you have just

NOTE Confidence: 0.93647994375

00:57:54.582 --> 00:57:56.798 heard, which is what we spent a lot of

NOTE Confidence: 0.93647994375

00:57:56.798 --> 00:57:58.667 time discussing when we had our prep call,

NOTE Confidence: 0.93647994375

00:57:58.670 --> 00:58:01.110 but you didn't hear all of this today.

NOTE Confidence: 0.93647994375

00:58:01.110 --> 00:58:02.587 So I really expected to blow through

NOTE Confidence: 0.93647994375

00:58:02.587 --> 00:58:03.990 this slide in about 30 seconds.

NOTE Confidence: 0.93647994375

00:58:03.990 --> 00:58:05.838 So I'll take two or three minutes

NOTE Confidence: 0.93647994375

00:58:05.838 --> 00:58:06.870 because we're running out.

NOTE Confidence: 0.93647994375

00:58:06.870 --> 00:58:09.230 Anyway, we spent a bit,

NOTE Confidence: 0.93647994375

00:58:09.230 --> 00:58:10.710 Susan really addressed, you know,

NOTE Confidence: 0.93647994375

00:58:10.710 --> 00:58:12.306 what is the term, is it telemedicine?

NOTE Confidence: 0.93647994375

00:58:12.310 --> 00:58:13.351 Is it telehealth?

NOTE Confidence: 0.93647994375

00:58:13.351 --> 00:58:15.433 And, and we all feel we've

NOTE Confidence: 0.93647994375

00:58:15.433 --> 00:58:17.019 all discussed these,

NOTE Confidence: 0.93647994375

00:58:17.020 --> 00:58:19.099 It's just a form of care delivery,

NOTE Confidence: 0.93647994375

00:58:19.100 --> 00:58:21.140 which is what causes the problem.

NOTE Confidence: 0.93647994375

00:58:21.140 --> 00:58:22.976 Sometimes you get it via telehealth,

NOTE Confidence: 0.93647994375

00:58:22.980 --> 00:58:24.738 sometimes you get it via your

NOTE Confidence: 0.93647994375

00:58:24.738 --> 00:58:26.380 Apple Watch or remote device,

NOTE Confidence: 0.93647994375

00:58:26.380 --> 00:58:28.018 sometimes you get it in person,

NOTE Confidence: 0.93647994375

00:58:28.020 --> 00:58:29.820 sometimes you don't get it.

NOTE Confidence: 0.93647994375
00:58:29.820 --> 00:58:31.420 Which leads us because remember,
NOTE Confidence: 0.93647994375
00:58:31.420 --> 00:58:33.100 this is a quality symposium.
NOTE Confidence: 0.93647994375
00:58:33.100 --> 00:58:35.020 We've had broad ranging discussion,
NOTE Confidence: 0.93647994375
00:58:35.020 --> 00:58:36.220 all of which is quality,
NOTE Confidence: 0.93647994375
00:58:36.220 --> 00:58:37.840 but we haven't used that word
NOTE Confidence: 0.93647994375
00:58:37.840 --> 00:58:39.869 as much as maybe we should have.
NOTE Confidence: 0.93647994375
00:58:39.870 --> 00:58:41.550 Quality is quality regardless
NOTE Confidence: 0.93647994375
00:58:41.550 --> 00:58:43.230 of how it's delivered.
NOTE Confidence: 0.93647994375
00:58:43.230 --> 00:58:45.838 So we need to look at what is
NOTE Confidence: 0.93647994375
00:58:45.838 --> 00:58:47.474 the integrated quality model
NOTE Confidence: 0.93647994375
00:58:47.474 --> 00:58:49.749 for the care delivery system,
NOTE Confidence: 0.93647994375
00:58:49.750 --> 00:58:52.348 not as it visit by visit
NOTE Confidence: 0.93647994375
00:58:52.350 --> 00:58:53.863 and then quality isn't,
NOTE Confidence: 0.93647994375
00:58:53.863 --> 00:58:56.054 this is really goes to the robust
NOTE Confidence: 0.93647994375
00:58:56.054 --> 00:58:57.574 discussion that Lee just opened
NOTE Confidence: 0.93647994375

00:58:57.574 --> 00:58:59.248 up and Susan commented on
NOTE Confidence: 0.93647994375

00:58:59.248 --> 00:59:00.884 that quality's measured based on
NOTE Confidence: 0.93647994375

00:59:00.884 --> 00:59:02.828 the signs and symptoms and the
NOTE Confidence: 0.93647994375

00:59:02.830 --> 00:59:05.350 disease entity and the outcomes.
NOTE Confidence: 0.93647994375

00:59:05.350 --> 00:59:08.026 So quality isn't different in telemedicine
NOTE Confidence: 0.93647994375

00:59:08.026 --> 00:59:10.487 for a neurostroke patient than it
NOTE Confidence: 0.93647994375

00:59:10.487 --> 00:59:12.629 is in person for a stroke patient.
NOTE Confidence: 0.93647994375

00:59:12.630 --> 00:59:13.910 It's the same outcomes.
NOTE Confidence: 0.93647994375

00:59:13.910 --> 00:59:16.565 You want to reperfuse the patient and get
NOTE Confidence: 0.93647994375

00:59:16.565 --> 00:59:18.587 them walking and being functional again.
NOTE Confidence: 0.93647994375

00:59:18.590 --> 00:59:20.405 And it's really important we
NOTE Confidence: 0.93647994375

00:59:20.405 --> 00:59:22.734 don't spend too much time focused
NOTE Confidence: 0.93647994375

00:59:22.734 --> 00:59:24.510 on the technical quality.
NOTE Confidence: 0.93647994375

00:59:24.510 --> 00:59:25.503 That being said,
NOTE Confidence: 0.93647994375

00:59:25.503 --> 00:59:28.232 I have a different analogy here than Lee's
NOTE Confidence: 0.93647994375

00:59:28.232 --> 00:59:31.008 if the building collapses when you're in it.

NOTE Confidence: 0.93647994375

00:59:31.010 --> 00:59:33.166 It's pretty much a bad quality day,

NOTE Confidence: 0.93647994375

00:59:33.170 --> 00:59:33.600 right?

NOTE Confidence: 0.93647994375

00:59:33.600 --> 00:59:36.180 And and if the technology doesn't

NOTE Confidence: 0.93647994375

00:59:36.180 --> 00:59:38.489 work it's also bad quality.

NOTE Confidence: 0.93647994375

00:59:38.490 --> 00:59:40.810 So we we need to take these things

NOTE Confidence: 0.93647994375

00:59:40.810 --> 00:59:43.101 into account but we not to need

NOTE Confidence: 0.93647994375

00:59:43.101 --> 00:59:44.741 to be unduly or disproportionately

NOTE Confidence: 0.93647994375

00:59:44.803 --> 00:59:47.075 focused on it which is like a great

NOTE Confidence: 0.93647994375

00:59:47.075 --> 00:59:48.439 point from the last discussion

NOTE Confidence: 0.93647994375

00:59:48.439 --> 00:59:50.634 and and then we have spent a bit

NOTE Confidence: 0.93647994375

00:59:50.634 --> 00:59:52.410 of time talking about the clicks

NOTE Confidence: 0.93647994375

00:59:52.410 --> 00:59:53.850 and mortar hybrid approach.

NOTE Confidence: 0.93647994375

00:59:53.850 --> 00:59:56.070 And it's really total care

NOTE Confidence: 0.93647994375

00:59:56.070 --> 00:59:57.846 rather than episodic care.

NOTE Confidence: 0.93647994375

00:59:57.850 --> 01:00:00.784 And and as we go through the rest of

NOTE Confidence: 0.93647994375

01:00:00.784 --> 01:00:03.609 today talking about quality programs,
NOTE Confidence: 0.93647994375

01:00:03.610 --> 01:00:06.494 we need to keep the framework and
NOTE Confidence: 0.93647994375

01:00:06.494 --> 01:00:09.162 the discussion that we've had in the
NOTE Confidence: 0.93647994375

01:00:09.162 --> 01:00:11.211 last hour in mind that sometimes
NOTE Confidence: 0.93647994375

01:00:11.211 --> 01:00:13.377 we shoot ourselves in the foot
NOTE Confidence: 0.93647994375

01:00:13.377 --> 01:00:14.968 as advocates for telemedicine
NOTE Confidence: 0.93647994375

01:00:14.968 --> 01:00:17.590 and virtual care because we make
NOTE Confidence: 0.93647994375

01:00:17.590 --> 01:00:18.901 it something different.
NOTE Confidence: 0.93647994375

01:00:18.910 --> 01:00:20.842 And we now have to just make
NOTE Confidence: 0.93647994375

01:00:20.842 --> 01:00:21.910 it something that is,
NOTE Confidence: 0.93647994375

01:00:21.910 --> 01:00:23.950 it's just part of healthcare,
NOTE Confidence: 0.93647994375

01:00:23.950 --> 01:00:26.110 it's not unique or different,
NOTE Confidence: 0.93647994375

01:00:26.110 --> 01:00:28.390 the health and the disease,
NOTE Confidence: 0.93647994375

01:00:28.390 --> 01:00:30.590 that's what we're responding to.
NOTE Confidence: 0.93647994375

01:00:30.590 --> 01:00:32.864 And we should have similar metrics
NOTE Confidence: 0.93647994375

01:00:32.864 --> 01:00:35.535 for health and disease outcomes as we

NOTE Confidence: 0.93647994375

01:00:35.535 --> 01:00:37.707 do whether there's quality or not.

NOTE Confidence: 0.92084329

01:00:37.710 --> 01:00:39.402 But I I do, I think I still have

NOTE Confidence: 0.92084329

01:00:39.402 --> 01:00:41.165 a couple minutes left and there

NOTE Confidence: 0.92084329

01:00:41.165 --> 01:00:43.053 was some questions in the Q&A

NOTE Confidence: 0.92084329

01:00:43.053 --> 01:00:44.618 that got addressed in writing.

NOTE Confidence: 0.92084329

01:00:44.620 --> 01:00:46.498 But are are worthy of discussions,

NOTE Confidence: 0.92084329

01:00:46.500 --> 01:00:48.740 so I'll throw them to my colleagues

NOTE Confidence: 0.92084329

01:00:48.740 --> 01:00:50.300 on the panel from I'm going

NOTE Confidence: 0.92084329

01:00:50.300 --> 01:00:51.500 to put to your last name.

NOTE Confidence: 0.92084329

01:00:51.500 --> 01:00:56.498 I'm sorry Indira, Indira Padu Bidri.

NOTE Confidence: 0.92084329

01:00:56.500 --> 01:00:58.726 What are your thoughts on how

NOTE Confidence: 0.92084329

01:00:58.726 --> 01:01:00.661 telemedicine should impact the continuity

NOTE Confidence: 0.92084329

01:01:00.661 --> 01:01:03.384 of care if a patient's physician is

NOTE Confidence: 0.92084329

01:01:03.384 --> 01:01:05.220 not telemedicine capable or savvy

NOTE Confidence: 0.894841995714286

01:01:09.660 --> 01:01:11.655 at my primary care panel is Susan,

NOTE Confidence: 0.894841995714286

01:01:11.660 --> 01:01:12.940 Why don't you take that?
NOTE Confidence: 0.9100634

01:01:14.660 --> 01:01:16.860 I don't actually know. I mean,
NOTE Confidence: 0.931308355555556

01:01:16.860 --> 01:01:20.775 I think one thing I will say is that
NOTE Confidence: 0.931308355555556

01:01:20.780 --> 01:01:23.580 another thing that we see in our
NOTE Confidence: 0.931308355555556

01:01:23.580 --> 01:01:25.450 comments from our primary care patients
NOTE Confidence: 0.931308355555556

01:01:25.450 --> 01:01:27.779 is when I look at the comments,
NOTE Confidence: 0.931308355555556

01:01:27.780 --> 01:01:29.156 if they get flagged,
NOTE Confidence: 0.931308355555556

01:01:29.156 --> 01:01:31.540 if they have negative language in them
NOTE Confidence: 0.931308355555556

01:01:31.540 --> 01:01:33.899 and if it's about a telemedicine visit,
NOTE Confidence: 0.931308355555556

01:01:33.900 --> 01:01:35.493 it's often about.
NOTE Confidence: 0.931308355555556

01:01:35.493 --> 01:01:37.617 The clinician's competence with
NOTE Confidence: 0.931308355555556

01:01:37.617 --> 01:01:40.057 just doing telemedicine and it's
NOTE Confidence: 0.931308355555556

01:01:40.057 --> 01:01:41.982 often something as simple as
NOTE Confidence: 0.931308355555556

01:01:41.982 --> 01:01:44.310 just where they put the camera.
NOTE Confidence: 0.931308355555556

01:01:44.310 --> 01:01:46.368 You know, they may have two screens
NOTE Confidence: 0.931308355555556

01:01:46.368 --> 01:01:48.017 and they're looking at Epic on

NOTE Confidence: 0.93130835555556
01:01:48.017 --> 01:01:49.662 one and the patient on the other,
NOTE Confidence: 0.93130835555556
01:01:49.670 --> 01:01:51.910 but the patient thinks they're online
NOTE Confidence: 0.93130835555556
01:01:51.910 --> 01:01:54.595 shopping because they're not looking at them.
NOTE Confidence: 0.93130835555556
01:01:54.595 --> 01:01:56.305 You know, I mean there's literally,
NOTE Confidence: 0.93130835555556
01:01:56.310 --> 01:01:57.870 I've seen comments like that.
NOTE Confidence: 0.93130835555556
01:01:57.870 --> 01:02:00.348 So I think that there are,
NOTE Confidence: 0.93130835555556
01:02:00.350 --> 01:02:02.190 I think we need to be able to
NOTE Confidence: 0.93130835555556
01:02:02.190 --> 01:02:03.350 provide coaching and training.
NOTE Confidence: 0.93130835555556
01:02:03.350 --> 01:02:05.560 This is a new mechanism.
NOTE Confidence: 0.93130835555556
01:02:05.560 --> 01:02:08.038 Of delivery that people need help with.
NOTE Confidence: 0.93130835555556
01:02:08.040 --> 01:02:09.832 They weren't just born knowing how to
NOTE Confidence: 0.93130835555556
01:02:09.832 --> 01:02:12.120 do this and I think it's very important.
NOTE Confidence: 0.927155714545455
01:02:12.760 --> 01:02:15.216 Yeah we've I know last year at least
NOTE Confidence: 0.927155714545455
01:02:15.216 --> 01:02:17.640 session you know spend time on this but.
NOTE Confidence: 0.927155714545455
01:02:17.640 --> 01:02:19.600 But I think one of the ways that I look
NOTE Confidence: 0.927155714545455

01:02:19.650 --> 01:02:21.760 at it it's like the day you go up on Epic.
NOTE Confidence: 0.927155714545455

01:02:21.760 --> 01:02:23.740 And I don't mean that as an epic joke
NOTE Confidence: 0.927155714545455

01:02:23.740 --> 01:02:25.942 like when it when I showed up at Jefferson
NOTE Confidence: 0.927155714545455

01:02:25.942 --> 01:02:27.798 my first day we weren't on Epic and
NOTE Confidence: 0.927155714545455

01:02:27.798 --> 01:02:30.580 I sat down next to someone in the ER
NOTE Confidence: 0.927155714545455

01:02:30.580 --> 01:02:33.810 my extensive training on the EMR was.
NOTE Confidence: 0.927155714545455

01:02:33.810 --> 01:02:35.306 How do you do orders, you know?
NOTE Confidence: 0.927155714545455

01:02:35.306 --> 01:02:36.482 And as I went through my day,
NOTE Confidence: 0.927155714545455

01:02:36.490 --> 01:02:38.130 I figured it out, but,
NOTE Confidence: 0.927155714545455

01:02:38.130 --> 01:02:39.565 and you can't do that in telemedicine.
NOTE Confidence: 0.927155714545455

01:02:39.570 --> 01:02:41.046 It's like going up on Epic.
NOTE Confidence: 0.927155714545455

01:02:41.050 --> 01:02:42.913 The person to your left and the person to
NOTE Confidence: 0.927155714545455

01:02:42.913 --> 01:02:44.888 your right has never used the thing before,
NOTE Confidence: 0.927155714545455

01:02:44.890 --> 01:02:47.050 so you got to go through a boatload of
NOTE Confidence: 0.927155714545455

01:02:47.050 --> 01:02:48.727 training to figure out how to do it.
NOTE Confidence: 0.927155714545455

01:02:48.730 --> 01:02:49.906 Our early career,

NOTE Confidence: 0.927155714545455
01:02:49.906 --> 01:02:52.650 mid career and late career season veterans,
NOTE Confidence: 0.927155714545455
01:02:52.650 --> 01:02:54.405 they know how to take care of a patient.
NOTE Confidence: 0.927155714545455
01:02:54.410 --> 01:02:55.706 They don't know the right way
NOTE Confidence: 0.927155714545455
01:02:55.706 --> 01:02:57.290 to do it via telemedicine.
NOTE Confidence: 0.927155714545455
01:02:57.290 --> 01:02:59.240 So, So we really need robust
NOTE Confidence: 0.927155714545455
01:02:59.240 --> 01:03:00.490 training programs, which you know,
NOTE Confidence: 0.927155714545455
01:03:00.490 --> 01:03:01.690 many of our shops have now.
NOTE Confidence: 0.93773775
01:03:02.430 --> 01:03:04.630 That session last year was one of the,
NOTE Confidence: 0.93773775
01:03:04.630 --> 01:03:07.955 I think, the best parts of the
NOTE Confidence: 0.93773775
01:03:07.955 --> 01:03:09.309 symposium on the training.
NOTE Confidence: 0.933544666666667
01:03:10.590 --> 01:03:11.466 Yeah. And I think, you know,
NOTE Confidence: 0.933544666666667
01:03:11.470 --> 01:03:13.297 the AA MC took a lot of that learning
NOTE Confidence: 0.933544666666667
01:03:13.297 --> 01:03:14.944 and and took it and ran with it.
NOTE Confidence: 0.933544666666667
01:03:14.950 --> 01:03:17.148 Now, you know, really developing some nice,
NOTE Confidence: 0.933544666666667
01:03:17.150 --> 01:03:20.306 you know, content related to it.
NOTE Confidence: 0.933544666666667

01:03:20.310 --> 01:03:21.070 All right, let me see.
NOTE Confidence: 0.933544666666667

01:03:21.070 --> 01:03:23.950 Other questions we haven't gotten to.
NOTE Confidence: 0.933544666666667

01:03:23.950 --> 01:03:25.786 There was some physical exam questions.
NOTE Confidence: 0.933544666666667

01:03:25.790 --> 01:03:27.160 Oh, there was one question
NOTE Confidence: 0.933544666666667

01:03:27.160 --> 01:03:29.009 early on saying what is the
NOTE Confidence: 0.933544666666667

01:03:29.009 --> 01:03:30.677 appropriate percentage of overall.
NOTE Confidence: 0.933544666666667

01:03:30.680 --> 01:03:33.480 Visits that should be done via telemedicine,
NOTE Confidence: 0.933544666666667

01:03:33.480 --> 01:03:36.792 which is a question that we all get asked.
NOTE Confidence: 0.933544666666667

01:03:36.800 --> 01:03:38.224 And and so Emily,
NOTE Confidence: 0.933544666666667

01:03:38.224 --> 01:03:40.360 let's throw this to you first.
NOTE Confidence: 0.934886453333333

01:03:41.000 --> 01:03:42.386 I think I'm going to cop out in a
NOTE Confidence: 0.934886453333333

01:03:42.386 --> 01:03:43.870 way to say that back to the piece
NOTE Confidence: 0.934886453333333

01:03:43.870 --> 01:03:45.306 where it's not just a virtual visit
NOTE Confidence: 0.934886453333333

01:03:45.306 --> 01:03:46.731 versus not that it's going to be
NOTE Confidence: 0.934886453333333

01:03:46.731 --> 01:03:47.757 integrated much more into the care.
NOTE Confidence: 0.934886453333333

01:03:47.760 --> 01:03:49.960 There's going to be much more hybrid care.

NOTE Confidence: 0.934886453333333
01:03:49.960 --> 01:03:55.012 But I do think that the in person visits
NOTE Confidence: 0.934886453333333
01:03:55.012 --> 01:03:58.679 are going to become more and more scarce.
NOTE Confidence: 0.934886453333333
01:03:58.680 --> 01:04:00.388 And I think there's going to be
NOTE Confidence: 0.934886453333333
01:04:00.388 --> 01:04:03.440 more and more either guidelines
NOTE Confidence: 0.934886453333333
01:04:03.440 --> 01:04:05.670 or I'll say guidelines of which
NOTE Confidence: 0.934886453333333
01:04:05.670 --> 01:04:07.009 patients are going to be scheduled
NOTE Confidence: 0.934886453333333
01:04:07.009 --> 01:04:08.598 for in person is already happy now.
NOTE Confidence: 0.934886453333333
01:04:08.600 --> 01:04:11.138 But I think that there's going to be a
NOTE Confidence: 0.934886453333333
01:04:11.138 --> 01:04:13.558 switch to much more pushing for virtual.
NOTE Confidence: 0.934886453333333
01:04:13.560 --> 01:04:14.728 And so it's it's,
NOTE Confidence: 0.934886453333333
01:04:14.728 --> 01:04:15.860 it's going to be interesting.
NOTE Confidence: 0.934886453333333
01:04:15.860 --> 01:04:17.582 And so I don't want to put a number on it,
NOTE Confidence: 0.934886453333333
01:04:17.582 --> 01:04:18.639 but I do know the trend is
NOTE Confidence: 0.932202994
01:04:18.840 --> 01:04:20.120 going to go that way.
NOTE Confidence: 0.932202994
01:04:20.120 --> 01:04:21.912 And for the last word of the
NOTE Confidence: 0.932202994

01:04:21.912 --> 01:04:23.672 day from Dan, do you care to
NOTE Confidence: 0.932202994

01:04:23.672 --> 01:04:24.912 add anything to that comment?
NOTE Confidence: 0.940253544

01:04:26.940 --> 01:04:30.300 Yeah. Well, I would just say that the
NOTE Confidence: 0.940253544

01:04:30.300 --> 01:04:33.048 economics for telehealth are so strong.
NOTE Confidence: 0.940253544

01:04:33.048 --> 01:04:36.808 It saves so much money for the patient
NOTE Confidence: 0.940253544

01:04:36.808 --> 01:04:40.145 and it and not surprisingly it saves a
NOTE Confidence: 0.940253544

01:04:40.145 --> 01:04:44.129 lot of money for the institution because.
NOTE Confidence: 0.940253544

01:04:44.130 --> 01:04:47.178 You can have less space devoted
NOTE Confidence: 0.940253544

01:04:47.178 --> 01:04:49.334 to in person clinical space,
NOTE Confidence: 0.940253544

01:04:49.334 --> 01:04:52.530 you can have less support staff etcetera.
NOTE Confidence: 0.940253544

01:04:52.530 --> 01:04:54.126 So I think in the end,
NOTE Confidence: 0.940253544

01:04:54.130 --> 01:04:56.727 I don't think we've achieved this now,
NOTE Confidence: 0.940253544

01:04:56.730 --> 01:05:00.762 but soon there's going to be more and
NOTE Confidence: 0.940253544

01:05:00.762 --> 01:05:05.010 more of a sort of push from institutions,
NOTE Confidence: 0.940253544

01:05:05.010 --> 01:05:09.690 from provider organizations and also from.
NOTE Confidence: 0.940253544

01:05:09.690 --> 01:05:12.330 Insurance companies to do more telemedicine,

NOTE Confidence: 0.940253544

01:05:12.330 --> 01:05:14.010 what the right amount is,

NOTE Confidence: 0.940253544

01:05:14.010 --> 01:05:14.850 I have no idea. All

NOTE Confidence: 0.86460516375

01:05:15.530 --> 01:05:17.450 right, thank you all for a great discussion.

NOTE Confidence: 0.86460516375

01:05:17.450 --> 01:05:19.610 Thank you for the participants for great Q&A.

NOTE Confidence: 0.86460516375

01:05:19.610 --> 01:05:21.689 And Lee, I will turn it back to you

NOTE Confidence: 0.86460516375

01:05:21.689 --> 01:05:23.996 to head us into the rest of the day.