

WEBVTT

NOTE duration:"00:44:03"

NOTE recognizability:0.913

NOTE language:en-us

NOTE Confidence: 0.928268345

00:00:00.000 --> 00:00:02.114 We've we've we've come to the top

NOTE Confidence: 0.928268345

00:00:02.114 --> 00:00:04.906 of the hour and if I could have the

NOTE Confidence: 0.928268345

00:00:04.906 --> 00:00:06.702 next slide from Karen and we're

NOTE Confidence: 0.928268345

00:00:06.702 --> 00:00:08.739 really now in the home stretch where

NOTE Confidence: 0.928268345

00:00:08.739 --> 00:00:10.525 we're going to devote the remainder

NOTE Confidence: 0.928268345

00:00:10.525 --> 00:00:12.800 of the time to really thinking about

NOTE Confidence: 0.928268345

00:00:12.800 --> 00:00:14.306 putting the patient in the center

NOTE Confidence: 0.928268345

00:00:14.306 --> 00:00:16.567 and and what is the impact of virtual

NOTE Confidence: 0.928268345

00:00:16.567 --> 00:00:18.072 care on the patient experience.

NOTE Confidence: 0.928268345

00:00:18.080 --> 00:00:20.640 And if you go to the next slide for me,

NOTE Confidence: 0.928268345

00:00:20.640 --> 00:00:22.230 the the main objectives for this

NOTE Confidence: 0.928268345

00:00:22.230 --> 00:00:23.758 session are really going to be #1,

NOTE Confidence: 0.928268345

00:00:23.760 --> 00:00:25.158 measuring patient experiences

NOTE Confidence: 0.928268345

00:00:25.158 --> 00:00:28.420 and thinking about how we do that
NOTE Confidence: 0.928268345

00:00:28.496 --> 00:00:31.156 differently for a virtual encounter.
NOTE Confidence: 0.928268345

00:00:31.160 --> 00:00:33.205 Thinking about HealthEquity and whether
NOTE Confidence: 0.928268345

00:00:33.205 --> 00:00:36.280 virtual care is our best friend or our
NOTE Confidence: 0.928268345

00:00:36.280 --> 00:00:38.400 worst enemy when it comes to HealthEquity.
NOTE Confidence: 0.928268345

00:00:38.400 --> 00:00:39.534 And then lastly,
NOTE Confidence: 0.928268345

00:00:39.534 --> 00:00:41.424 key strategies to ensure that
NOTE Confidence: 0.928268345

00:00:41.424 --> 00:00:43.585 patient access and quality in virtual
NOTE Confidence: 0.928268345

00:00:43.585 --> 00:00:44.976 care endure during a pandemic.
NOTE Confidence: 0.928268345

00:00:44.976 --> 00:00:47.239 And if I can have the next slide,
NOTE Confidence: 0.928268345

00:00:47.240 --> 00:00:49.627 I believe that's the speakers great.
NOTE Confidence: 0.928268345

00:00:49.627 --> 00:00:51.776 So I'll be moderating this session and
NOTE Confidence: 0.928268345

00:00:51.776 --> 00:00:54.014 it's my my great pleasure to welcome
NOTE Confidence: 0.928268345

00:00:54.014 --> 00:00:56.389 several people who I work closely with.
NOTE Confidence: 0.928268345

00:00:56.390 --> 00:00:57.212 Susan Edgeman, Levitan,
NOTE Confidence: 0.928268345

00:00:57.212 --> 00:00:58.912 I've known for many, many years.

NOTE Confidence: 0.928268345

00:00:58.912 --> 00:01:00.417 She's the executive director of

NOTE Confidence: 0.928268345

00:01:00.417 --> 00:01:02.353 the Stokel Center for Primary Care

NOTE Confidence: 0.928268345

00:01:02.353 --> 00:01:03.988 Innovation at Mass General Hospital,

NOTE Confidence: 0.928268345

00:01:03.990 --> 00:01:06.349 named after one of our founders really,

NOTE Confidence: 0.928268345

00:01:06.350 --> 00:01:07.586 in the field of primary care,

NOTE Confidence: 0.928268345

00:01:07.590 --> 00:01:08.710 John Stokel, who was,

NOTE Confidence: 0.928268345

00:01:08.710 --> 00:01:09.550 I would say,

NOTE Confidence: 0.928268345

00:01:09.550 --> 00:01:13.190 a master of of of bedside empathy.

NOTE Confidence: 0.928268345

00:01:13.190 --> 00:01:15.320 She lectures in the Department of

NOTE Confidence: 0.928268345

00:01:15.320 --> 00:01:17.818 Medicine at the MGH and also works

NOTE Confidence: 0.928268345

00:01:17.818 --> 00:01:19.828 as an associate in health policy

NOTE Confidence: 0.928268345

00:01:19.828 --> 00:01:21.510 at the medical school.

NOTE Confidence: 0.928268345

00:01:21.510 --> 00:01:23.345 She's done an enormous amount

NOTE Confidence: 0.928268345

00:01:23.345 --> 00:01:24.813 of work thinking about.

NOTE Confidence: 0.928268345

00:01:24.820 --> 00:01:26.588 Engagement of patients thinking

NOTE Confidence: 0.928268345

00:01:26.588 --> 00:01:28.798 about systems measurements such as
NOTE Confidence: 0.928268345

00:01:28.798 --> 00:01:31.776 the H CAP scores worked with the
NOTE Confidence: 0.928268345

00:01:31.776 --> 00:01:33.420 Institute for Healthcare Improvement
NOTE Confidence: 0.928268345

00:01:33.483 --> 00:01:35.378 and the Lucian Leap Institute,
NOTE Confidence: 0.928268345

00:01:35.380 --> 00:01:37.858 so she really is an expert in
NOTE Confidence: 0.928268345

00:01:37.858 --> 00:01:41.145 this area of thinking about how we
NOTE Confidence: 0.928268345

00:01:41.145 --> 00:01:43.815 conceive of the patient experience.
NOTE Confidence: 0.928268345

00:01:43.820 --> 00:01:46.340 She'll be followed by Christian Dankers.
NOTE Confidence: 0.928268345

00:01:46.340 --> 00:01:49.497 Dr. Dankers is a colleague of mine.
NOTE Confidence: 0.928268345

00:01:49.500 --> 00:01:51.376 We both share a love of philosophy,
NOTE Confidence: 0.928268345

00:01:51.380 --> 00:01:53.680 which we studied in college.
NOTE Confidence: 0.928268345

00:01:53.680 --> 00:01:54.584 And that he has,
NOTE Confidence: 0.928268345

00:01:54.584 --> 00:01:56.265 he and I have worked together very
NOTE Confidence: 0.928268345

00:01:56.265 --> 00:01:57.885 closely through his work in the
NOTE Confidence: 0.928268345

00:01:57.885 --> 00:01:59.593 Center for Quality and Safety and
NOTE Confidence: 0.928268345

00:01:59.593 --> 00:02:01.273 now as the Associate Chief Quality

NOTE Confidence: 0.928268345

00:02:01.273 --> 00:02:03.000 Officer where he and I have been

NOTE Confidence: 0.928268345

00:02:03.000 --> 00:02:04.755 thinking together about the equity

NOTE Confidence: 0.928268345

00:02:04.755 --> 00:02:07.407 issues and also how to build a

NOTE Confidence: 0.928268345

00:02:07.407 --> 00:02:09.063 quality framework for measuring

NOTE Confidence: 0.928268345

00:02:09.063 --> 00:02:10.800 quality and virtual care.

NOTE Confidence: 0.928268345

00:02:10.800 --> 00:02:11.904 And then lastly,

NOTE Confidence: 0.928268345

00:02:11.904 --> 00:02:14.112 we'll be fortunate to have a

NOTE Confidence: 0.928268345

00:02:14.112 --> 00:02:15.929 suite of 10 Mcgrory talk.

NOTE Confidence: 0.928268345

00:02:15.930 --> 00:02:16.682 With us,

NOTE Confidence: 0.928268345

00:02:16.682 --> 00:02:18.186 she's the Administrative Director

NOTE Confidence: 0.928268345

00:02:18.186 --> 00:02:20.290 at the Mongon Institute of Health

NOTE Confidence: 0.928268345

00:02:20.290 --> 00:02:22.166 Policy at here in Boston and also

NOTE Confidence: 0.928268345

00:02:22.166 --> 00:02:24.089 the Director of the Disparity

NOTE Confidence: 0.928268345

00:02:24.089 --> 00:02:26.418 Solutions Center as well as adjunct

NOTE Confidence: 0.928268345

00:02:26.418 --> 00:02:27.564 faculty at Northeastern.

NOTE Confidence: 0.928268345

00:02:27.570 --> 00:02:29.640 And I've worked closely with the
NOTE Confidence: 0.928268345

00:02:29.640 --> 00:02:32.024 Sweda on a variety of projects
NOTE Confidence: 0.928268345

00:02:32.024 --> 00:02:34.826 aimed at making sure that medical
NOTE Confidence: 0.928268345

00:02:34.826 --> 00:02:36.776 interpretation services are readily
NOTE Confidence: 0.928268345

00:02:36.776 --> 00:02:38.778 available to our patients and really
NOTE Confidence: 0.928268345

00:02:38.778 --> 00:02:40.074 thinking about patient centered
NOTE Confidence: 0.928268345

00:02:40.074 --> 00:02:41.980 ways to ensure that our patients
NOTE Confidence: 0.928268345

00:02:41.980 --> 00:02:44.222 who work in isolation during COVID.
NOTE Confidence: 0.928268345

00:02:44.222 --> 00:02:46.760 Would have the opportunity to still
NOTE Confidence: 0.928268345

00:02:46.834 --> 00:02:49.018 be in touch with family members.
NOTE Confidence: 0.928268345

00:02:49.020 --> 00:02:50.820 So a suite of focuses on a lot
NOTE Confidence: 0.928268345

00:02:50.820 --> 00:02:52.661 of issues that deal with social
NOTE Confidence: 0.928268345

00:02:52.661 --> 00:02:54.653 determinants of health and racial and
NOTE Confidence: 0.921287129166667

00:02:54.718 --> 00:02:56.578 ethnic disparities in healthcare.
NOTE Confidence: 0.921287129166667

00:02:56.580 --> 00:02:59.060 And she's also worked closely with the
NOTE Confidence: 0.921287129166667

00:02:59.060 --> 00:03:01.140 Massachusetts Public Health Association

NOTE Confidence: 0.921287129166667
00:03:01.140 --> 00:03:04.525 and really brings an incredible experience
NOTE Confidence: 0.921287129166667
00:03:04.525 --> 00:03:07.804 of hands on understanding in this area.
NOTE Confidence: 0.921287129166667
00:03:07.804 --> 00:03:08.788 And then lastly,
NOTE Confidence: 0.921287129166667
00:03:08.790 --> 00:03:11.870 our final panelist is Andrea Barandi, Kitz,
NOTE Confidence: 0.921287129166667
00:03:11.870 --> 00:03:14.430 who I met only again through this process,
NOTE Confidence: 0.921287129166667
00:03:14.430 --> 00:03:17.790 who's an extraordinary patient advocate.
NOTE Confidence: 0.921287129166667
00:03:17.790 --> 00:03:21.102 She comes to us from her work at Leahy
NOTE Confidence: 0.921287129166667
00:03:21.102 --> 00:03:23.295 Hospital and she is always reminding
NOTE Confidence: 0.921287129166667
00:03:23.295 --> 00:03:26.770 us on this panel work as we've done so
NOTE Confidence: 0.921287129166667
00:03:26.770 --> 00:03:29.597 far to keep that patient perspective in
NOTE Confidence: 0.921287129166667
00:03:29.597 --> 00:03:32.264 mind and has brought so many important
NOTE Confidence: 0.920618471428572
00:03:34.470 --> 00:03:36.906 perspectives and ideas to light for us.
NOTE Confidence: 0.920618471428572
00:03:36.910 --> 00:03:39.465 She works. As a patient outreach and
NOTE Confidence: 0.920618471428572
00:03:39.465 --> 00:03:41.783 research specialist at the Leahy Medical
NOTE Confidence: 0.920618471428572
00:03:41.783 --> 00:03:43.713 Center in lung cancer screening,
NOTE Confidence: 0.920618471428572

00:03:43.720 --> 00:03:46.798 where she also works with research.
NOTE Confidence: 0.920618471428572

00:03:46.800 --> 00:03:48.900 She's an associate editor for the Journal
NOTE Confidence: 0.920618471428572

00:03:48.900 --> 00:03:50.958 of the American College of Radiology.
NOTE Confidence: 0.920618471428572

00:03:50.960 --> 00:03:52.997 And I could go on and on
NOTE Confidence: 0.920618471428572

00:03:53.000 --> 00:03:53.732 about her accomplishments,
NOTE Confidence: 0.920618471428572

00:03:53.732 --> 00:03:55.703 but I'll let her tell you a little
NOTE Confidence: 0.920618471428572

00:03:55.703 --> 00:03:57.005 bit more about herself when we
NOTE Confidence: 0.920618471428572

00:03:57.005 --> 00:03:58.559 get to the panel presentation.
NOTE Confidence: 0.920618471428572

00:03:58.560 --> 00:04:00.394 So let me with that being said,
NOTE Confidence: 0.920618471428572

00:04:00.400 --> 00:04:02.794 now turn the microphone over to Susan,
NOTE Confidence: 0.920618471428572

00:04:02.800 --> 00:04:05.194 who is going to walk us through her talk.
NOTE Confidence: 0.920618471428572

00:04:05.200 --> 00:04:05.878 Thank you, Susan.
NOTE Confidence: 0.920358956666667

00:04:06.970 --> 00:04:09.607 Thank you, Lee. And I just have to say,
NOTE Confidence: 0.920358956666667

00:04:09.610 --> 00:04:12.151 I am unbelievably grateful that I was
NOTE Confidence: 0.920358956666667

00:04:12.151 --> 00:04:15.025 invited to be part of this symposium
NOTE Confidence: 0.920358956666667

00:04:15.025 --> 00:04:17.160 because it's been astounding in

NOTE Confidence: 0.920358956666667
00:04:17.160 --> 00:04:20.102 terms of all the information and the
NOTE Confidence: 0.920358956666667
00:04:20.102 --> 00:04:22.486 innovative ideas that have been shared.
NOTE Confidence: 0.920358956666667
00:04:22.486 --> 00:04:25.132 I probably won't sleep for a week.
NOTE Confidence: 0.920358956666667
00:04:25.140 --> 00:04:27.822 So today I'm going to be sharing with you
NOTE Confidence: 0.920358956666667
00:04:27.822 --> 00:04:30.908 a little bit about what we've learned in
NOTE Confidence: 0.920358956666667
00:04:30.908 --> 00:04:34.122 our health system in Boston about our
NOTE Confidence: 0.920358956666667
00:04:34.122 --> 00:04:36.098 patients experiences with telehealth.
NOTE Confidence: 0.920358956666667
00:04:36.100 --> 00:04:37.816 Before I get into the data,
NOTE Confidence: 0.920358956666667
00:04:37.820 --> 00:04:40.604 I also want to make sure that everyone
NOTE Confidence: 0.920358956666667
00:04:40.604 --> 00:04:42.913 knows that the CAPS Consortium and
NOTE Confidence: 0.920358956666667
00:04:42.913 --> 00:04:45.840 CAPS is an acronym that stands for
NOTE Confidence: 0.920358956666667
00:04:45.840 --> 00:04:48.044 Consumers Assessments of Healthcare
NOTE Confidence: 0.920358956666667
00:04:48.044 --> 00:04:49.697 Providers and Systems.
NOTE Confidence: 0.920358956666667
00:04:49.700 --> 00:04:52.640 Is rapidly developing a telehealth
NOTE Confidence: 0.920358956666667
00:04:52.640 --> 00:04:55.580 survey that will be available
NOTE Confidence: 0.920358956666667

00:04:55.680 --> 00:04:57.980 for use in early October.
NOTE Confidence: 0.920358956666667

00:04:57.980 --> 00:05:00.180 CAPS is the national consortium.
NOTE Confidence: 0.920358956666667

00:05:00.180 --> 00:05:03.295 We've been working since 1995 to develop
NOTE Confidence: 0.920358956666667

00:05:03.295 --> 00:05:07.339 all of the national standardized surveys,
NOTE Confidence: 0.920358956666667

00:05:07.340 --> 00:05:09.996 many of which are mandated by CMS
NOTE Confidence: 0.920358956666667

00:05:09.996 --> 00:05:12.300 and other national organizations.
NOTE Confidence: 0.920358956666667

00:05:12.300 --> 00:05:14.380 The telehealth survey was on
NOTE Confidence: 0.920358956666667

00:05:14.380 --> 00:05:16.460 the fast track because ARC,
NOTE Confidence: 0.920358956666667

00:05:16.460 --> 00:05:17.912 which is our funder.
NOTE Confidence: 0.920358956666667

00:05:17.912 --> 00:05:20.090 Was very interested in being able
NOTE Confidence: 0.920358956666667

00:05:20.166 --> 00:05:22.322 to evaluate patients experiences
NOTE Confidence: 0.920358956666667

00:05:22.322 --> 00:05:25.175 with telehealth and it was also on
NOTE Confidence: 0.920358956666667

00:05:25.175 --> 00:05:27.803 a fast track because NCQA uses the
NOTE Confidence: 0.920358956666667

00:05:27.803 --> 00:05:30.209 CAPS health plan survey and they
NOTE Confidence: 0.920358956666667

00:05:30.209 --> 00:05:33.170 were very interested in using this
NOTE Confidence: 0.920358956666667

00:05:33.170 --> 00:05:35.348 new telehealth instrument in their

NOTE Confidence: 0.920358956666667
00:05:35.348 --> 00:05:37.724 health plan survey that is required
NOTE Confidence: 0.920358956666667
00:05:37.724 --> 00:05:40.196 by all health plans in the United
NOTE Confidence: 0.920358956666667
00:05:40.196 --> 00:05:42.840 States in order to get accreditation.
NOTE Confidence: 0.920358956666667
00:05:42.840 --> 00:05:45.096 So sometime next spring we're going
NOTE Confidence: 0.920358956666667
00:05:45.096 --> 00:05:47.968 to have a huge amount of comparative.
NOTE Confidence: 0.920358956666667
00:05:47.968 --> 00:05:50.704 Data from health plan members about
NOTE Confidence: 0.920358956666667
00:05:50.704 --> 00:05:53.239 their experiences with telehealth.
NOTE Confidence: 0.920358956666667
00:05:53.240 --> 00:05:55.655 And we've designed the survey so that
NOTE Confidence: 0.920358956666667
00:05:55.655 --> 00:05:58.499 we ask the same questions about a
NOTE Confidence: 0.920358956666667
00:05:58.499 --> 00:06:01.600 person's experience with an in person visit,
NOTE Confidence: 0.920358956666667
00:06:01.600 --> 00:06:02.413 a virtual visit,
NOTE Confidence: 0.920358956666667
00:06:02.413 --> 00:06:04.652 or a telephone visit so that we can
NOTE Confidence: 0.920358956666667
00:06:04.652 --> 00:06:06.626 compare which of these seems to be
NOTE Confidence: 0.920358956666667
00:06:06.626 --> 00:06:08.945 working the best and where do we need
NOTE Confidence: 0.920358956666667
00:06:08.945 --> 00:06:11.660 to focus our improvement efforts.
NOTE Confidence: 0.920358956666667

00:06:11.660 --> 00:06:13.648 So I wanted to make sure people
NOTE Confidence: 0.920358956666667

00:06:13.648 --> 00:06:14.500 know about that.
NOTE Confidence: 0.920358956666667

00:06:14.500 --> 00:06:16.300 And then I'd like to move to what
NOTE Confidence: 0.920358956666667

00:06:16.300 --> 00:06:18.056 we're doing in our own health system,
NOTE Confidence: 0.92330827875

00:06:20.300 --> 00:06:22.160 excuse me, to gather
NOTE Confidence: 0.92330827875

00:06:22.160 --> 00:06:24.020 feedback from our patients.
NOTE Confidence: 0.92330827875

00:06:24.020 --> 00:06:26.564 So we recently began working with
NOTE Confidence: 0.92330827875

00:06:26.564 --> 00:06:28.736 the new patient experience vendor
NOTE Confidence: 0.92330827875

00:06:28.736 --> 00:06:31.112 and decided that it was paramount
NOTE Confidence: 0.92330827875

00:06:31.112 --> 00:06:32.978 that we collect information
NOTE Confidence: 0.92330827875

00:06:32.978 --> 00:06:35.236 about telehealth visits given
NOTE Confidence: 0.92330827875

00:06:35.236 --> 00:06:37.996 everything that happened with COVID.
NOTE Confidence: 0.92330827875

00:06:38.000 --> 00:06:39.960 With the way that we collect data
NOTE Confidence: 0.92330827875

00:06:39.960 --> 00:06:42.135 with our new vendor is that we
NOTE Confidence: 0.92330827875

00:06:42.135 --> 00:06:44.037 survey everyone who's had a visit.
NOTE Confidence: 0.92330827875

00:06:44.040 --> 00:06:45.625 They are surveyed within one

NOTE Confidence: 0.92330827875
00:06:45.625 --> 00:06:47.640 to three days after the visit,
NOTE Confidence: 0.92330827875
00:06:47.640 --> 00:06:49.836 and we surveyed them initially by
NOTE Confidence: 0.92330827875
00:06:49.836 --> 00:06:51.966 requesting that they respond by e-mail
NOTE Confidence: 0.92330827875
00:06:51.966 --> 00:06:54.080 and if they don't respond by e-mail,
NOTE Confidence: 0.92330827875
00:06:54.080 --> 00:06:55.915 then they get a telephone
NOTE Confidence: 0.92330827875
00:06:55.915 --> 00:06:58.487 call where we query them using
NOTE Confidence: 0.92330827875
00:06:58.487 --> 00:07:00.470 interactive voice recognition.
NOTE Confidence: 0.92330827875
00:07:00.470 --> 00:07:04.983 So to date this state is about 10 days old.
NOTE Confidence: 0.92330827875
00:07:04.983 --> 00:07:08.102 We reached out to 50,000 patients in our
NOTE Confidence: 0.92330827875
00:07:08.102 --> 00:07:10.744 system that it had a telehealth visit
NOTE Confidence: 0.92330827875
00:07:10.744 --> 00:07:13.304 and we got responses from about 17,000.
NOTE Confidence: 0.92330827875
00:07:13.304 --> 00:07:16.062 We also allowed them to add comments
NOTE Confidence: 0.92330827875
00:07:16.062 --> 00:07:18.789 and we got about 9000 comments.
NOTE Confidence: 0.92330827875
00:07:18.790 --> 00:07:21.877 So about half of the people that
NOTE Confidence: 0.92330827875
00:07:21.877 --> 00:07:24.368 responded added comments to the survey.
NOTE Confidence: 0.92330827875

00:07:24.370 --> 00:07:27.058 As part of the evaluation that
NOTE Confidence: 0.92330827875

00:07:27.058 --> 00:07:28.850 we asked them about,
NOTE Confidence: 0.92330827875

00:07:28.850 --> 00:07:31.398 we asked them to rate their experience
NOTE Confidence: 0.92330827875

00:07:31.398 --> 00:07:34.569 on a scale of zero to 10 and that
NOTE Confidence: 0.92330827875

00:07:34.569 --> 00:07:37.051 allows us to calculate what we call
NOTE Confidence: 0.92330827875

00:07:37.051 --> 00:07:39.543 a Net Promoter score where we take.
NOTE Confidence: 0.92330827875

00:07:39.550 --> 00:07:42.638 Number of patients that gave us A9 or
NOTE Confidence: 0.92330827875

00:07:42.638 --> 00:07:44.770 A10 and then we subtract the number
NOTE Confidence: 0.92330827875

00:07:44.770 --> 00:07:46.564 of patients that gave us anything
NOTE Confidence: 0.92330827875

00:07:46.564 --> 00:07:48.304 below a six because when anything
NOTE Confidence: 0.92330827875

00:07:48.304 --> 00:07:50.738 below a six we know they have not had
NOTE Confidence: 0.92330827875

00:07:50.738 --> 00:07:52.641 a good experience and that correlates
NOTE Confidence: 0.92330827875

00:07:52.641 --> 00:07:54.903 with them indicating there were a
NOTE Confidence: 0.92330827875

00:07:54.903 --> 00:07:57.410 lot more negative responses to the.
NOTE Confidence: 0.92330827875

00:07:57.410 --> 00:07:59.760 Survey items than there were
NOTE Confidence: 0.92330827875

00:07:59.760 --> 00:08:02.110 positive responses and we're getting

NOTE Confidence: 0.92330827875

00:08:02.191 --> 00:08:04.738 about an 88.3 net provider score.

NOTE Confidence: 0.92330827875

00:08:04.738 --> 00:08:07.690 We are Net Promoter Score which

NOTE Confidence: 0.92330827875

00:08:07.780 --> 00:08:09.010 is quite good.

NOTE Confidence: 0.92330827875

00:08:09.010 --> 00:08:11.218 The vendor that we use their

NOTE Confidence: 0.92330827875

00:08:11.218 --> 00:08:13.060 telehealth average is about 84%.

NOTE Confidence: 0.92330827875

00:08:13.060 --> 00:08:15.650 So let's go to the next slide.

NOTE Confidence: 0.9402536

00:08:18.570 --> 00:08:20.910 So the other thing I also want to tell

NOTE Confidence: 0.9402536

00:08:20.910 --> 00:08:23.627 you a little bit about what we're asking

NOTE Confidence: 0.9402536

00:08:23.627 --> 00:08:26.020 them about because we also decided that.

NOTE Confidence: 0.9402536

00:08:26.020 --> 00:08:28.410 We have a core set of items that we ask

NOTE Confidence: 0.9402536

00:08:28.480 --> 00:08:30.940 everybody who's had an ambulatory visit.

NOTE Confidence: 0.9402536

00:08:30.940 --> 00:08:33.138 We wanted to keep that core set.

NOTE Confidence: 0.9402536

00:08:33.140 --> 00:08:35.540 So again, we could look at any differences

NOTE Confidence: 0.9402536

00:08:35.540 --> 00:08:37.653 that we might see between telehealth

NOTE Confidence: 0.9402536

00:08:37.653 --> 00:08:39.819 visits and face to face visits.

NOTE Confidence: 0.9402536

00:08:39.820 --> 00:08:42.300 And then we also added some questions about

NOTE Confidence: 0.9402536

00:08:42.300 --> 00:08:44.619 the technical aspects of a telehealth visit.

NOTE Confidence: 0.9402536

00:08:44.620 --> 00:08:48.239 So. We asked them about the connection,

NOTE Confidence: 0.9402536

00:08:48.240 --> 00:08:50.768 you know, was it easy to connect V

NOTE Confidence: 0.9402536

00:08:50.768 --> 00:08:52.880 virtually or through a phone call?

NOTE Confidence: 0.9402536

00:08:52.880 --> 00:08:55.057 And we also asked them if they

NOTE Confidence: 0.9402536

00:08:55.057 --> 00:08:55.679 needed interpreters.

NOTE Confidence: 0.9402536

00:08:55.680 --> 00:08:58.092 Was it easy to get interpreters

NOTE Confidence: 0.9402536

00:08:58.092 --> 00:08:59.298 for the visit?

NOTE Confidence: 0.9402536

00:08:59.300 --> 00:08:59.938 In general,

NOTE Confidence: 0.9402536

00:08:59.938 --> 00:09:02.490 and then the other thing I want to

NOTE Confidence: 0.9402536

00:09:02.562 --> 00:09:04.848 mention is that when the vendor

NOTE Confidence: 0.9402536

00:09:04.848 --> 00:09:06.372 gets the comments back,

NOTE Confidence: 0.9402536

00:09:06.380 --> 00:09:08.876 they run the comments through a

NOTE Confidence: 0.9402536

00:09:08.876 --> 00:09:10.540 natural language processing system

NOTE Confidence: 0.9402536

00:09:10.603 --> 00:09:12.715 and they have a whole set of words

NOTE Confidence: 0.9402536

00:09:12.715 --> 00:09:15.043 that if anything shows up when they

NOTE Confidence: 0.9402536

00:09:15.043 --> 00:09:17.088 do that NLP evaluation that looks

NOTE Confidence: 0.9402536

00:09:17.088 --> 00:09:19.244 like there may have been a problem.

NOTE Confidence: 0.9402536

00:09:19.250 --> 00:09:21.770 Something that may even be an adverse event.

NOTE Confidence: 0.9402536

00:09:21.770 --> 00:09:23.618 If there was something really critically

NOTE Confidence: 0.9402536

00:09:23.618 --> 00:09:25.410 bad that happened in the visit.

NOTE Confidence: 0.9402536

00:09:25.410 --> 00:09:27.930 We get what they call a service alert.

NOTE Confidence: 0.9402536

00:09:27.930 --> 00:09:30.030 Some of the service alerts really show

NOTE Confidence: 0.9402536

00:09:30.030 --> 00:09:32.311 up because a person will say I love

NOTE Confidence: 0.9402536

00:09:32.311 --> 00:09:34.192 my doctor to death and that triggers

NOTE Confidence: 0.9402536

00:09:34.192 --> 00:09:36.556 the NLP to say this may be a problem.

NOTE Confidence: 0.9402536

00:09:36.556 --> 00:09:37.714 But in general,

NOTE Confidence: 0.9402536

00:09:37.714 --> 00:09:40.430 the service alerts are pretty accurate that

NOTE Confidence: 0.9402536

00:09:40.430 --> 00:09:42.789 something didn't go quite as it should,

NOTE Confidence: 0.9402536

00:09:42.790 --> 00:09:44.566 or that we may need to get in

NOTE Confidence: 0.9402536

00:09:44.566 --> 00:09:45.350 touch with them,
NOTE Confidence: 0.9402536

00:09:45.350 --> 00:09:47.750 or even sometimes even report
NOTE Confidence: 0.9402536

00:09:47.750 --> 00:09:50.258 it as as an incident.
NOTE Confidence: 0.9402536

00:09:50.258 --> 00:09:51.806 And interestingly enough,
NOTE Confidence: 0.9402536

00:09:51.810 --> 00:09:55.050 only 1% of the telehealth visits
NOTE Confidence: 0.9402536

00:09:55.050 --> 00:09:57.210 triggered a service alert,
NOTE Confidence: 0.9402536

00:09:57.210 --> 00:09:58.942 which is quite good.
NOTE Confidence: 0.9402536

00:09:58.942 --> 00:10:01.540 We're seeing in general about a
NOTE Confidence: 0.9402536

00:10:01.627 --> 00:10:03.714 1 to 3% service alert for other
NOTE Confidence: 0.9402536

00:10:03.714 --> 00:10:05.594 settings in our delivery system
NOTE Confidence: 0.9402536

00:10:05.594 --> 00:10:07.866 and in some of in then if you look
NOTE Confidence: 0.9402536

00:10:07.866 --> 00:10:10.048 at it by practice or by service,
NOTE Confidence: 0.9402536

00:10:10.050 --> 00:10:12.402 sometimes we see as high a number
NOTE Confidence: 0.9402536

00:10:12.402 --> 00:10:16.514 as a 5% service alert that we're
NOTE Confidence: 0.9402536

00:10:16.514 --> 00:10:19.322 receiving 91% of the patients
NOTE Confidence: 0.9402536

00:10:19.322 --> 00:10:20.846 expressed positive sentiment.

NOTE Confidence: 0.9402536

00:10:20.850 --> 00:10:23.875 And they were especially positive

NOTE Confidence: 0.9402536

00:10:23.875 --> 00:10:25.690 about their providers,

NOTE Confidence: 0.9402536

00:10:25.690 --> 00:10:27.290 about the information and

NOTE Confidence: 0.9402536

00:10:27.290 --> 00:10:28.490 education they received,

NOTE Confidence: 0.9402536

00:10:28.490 --> 00:10:30.476 the courtesy and respect they felt

NOTE Confidence: 0.9402536

00:10:30.476 --> 00:10:32.953 they got from their providers and the

NOTE Confidence: 0.9402536

00:10:32.953 --> 00:10:35.487 professional skills as part of the visit.

NOTE Confidence: 0.9402536

00:10:35.490 --> 00:10:38.330 So to just a little bit more in in general,

NOTE Confidence: 0.9402536

00:10:38.330 --> 00:10:40.280 we asked them about did they

NOTE Confidence: 0.9402536

00:10:40.280 --> 00:10:42.055 feel like the clinician treated

NOTE Confidence: 0.9402536

00:10:42.055 --> 00:10:44.090 them with courtesy and respect,

NOTE Confidence: 0.9402536

00:10:44.090 --> 00:10:46.034 were were there clinical issues explained

NOTE Confidence: 0.9402536

00:10:46.034 --> 00:10:48.957 to them in a way they could understand?

NOTE Confidence: 0.9402536

00:10:48.960 --> 00:10:51.207 Do they feel like they were involved

NOTE Confidence: 0.9402536

00:10:51.207 --> 00:10:53.706 enough in the in giving input about

NOTE Confidence: 0.9402536

00:10:53.706 --> 00:10:56.360 whatever was being discussed in the visit?

NOTE Confidence: 0.9402536

00:10:56.360 --> 00:10:58.397 We also asked them about whether they

NOTE Confidence: 0.9402536

00:10:58.397 --> 00:11:00.756 got access to care in a timely fashion.

NOTE Confidence: 0.9402536

00:11:00.760 --> 00:11:03.691 Did they have to wait and what was

NOTE Confidence: 0.9402536

00:11:03.691 --> 00:11:05.473 their experience with the office staff?

NOTE Confidence: 0.9402536

00:11:05.480 --> 00:11:08.637 And I already discussed the technical issues,

NOTE Confidence: 0.9402536

00:11:08.640 --> 00:11:11.488 so I want to go to the next

NOTE Confidence: 0.9402536

00:11:11.488 --> 00:11:14.124 slide because we have pages and

NOTE Confidence: 0.9402536

00:11:14.124 --> 00:11:16.529 pages and pages of comments.

NOTE Confidence: 0.929115627777778

00:11:16.530 --> 00:11:18.623 That I went through to gather some

NOTE Confidence: 0.929115627777778

00:11:18.623 --> 00:11:21.450 of the ones that I thought were most

NOTE Confidence: 0.929115627777778

00:11:21.450 --> 00:11:23.758 illustrative of the common types of

NOTE Confidence: 0.929115627777778

00:11:23.758 --> 00:11:26.044 positive and negative comments we got.

NOTE Confidence: 0.929115627777778

00:11:26.050 --> 00:11:28.768 So I'm not going to read all these verbatim.

NOTE Confidence: 0.929115627777778

00:11:28.770 --> 00:11:31.154 But I think some of the most important

NOTE Confidence: 0.929115627777778

00:11:31.154 --> 00:11:33.246 themes that came up over and over

NOTE Confidence: 0.929115627777778
00:11:33.246 --> 00:11:35.070 again were how much people appreciated
NOTE Confidence: 0.929115627777778
00:11:35.070 --> 00:11:37.366 not having to travel to a visit,
NOTE Confidence: 0.929115627777778
00:11:37.370 --> 00:11:39.449 not having to deal with Boston parking,
NOTE Confidence: 0.929115627777778
00:11:39.450 --> 00:11:41.942 not having to deal with Boston traffic
NOTE Confidence: 0.929115627777778
00:11:41.942 --> 00:11:44.874 or many of our patients because we're
NOTE Confidence: 0.929115627777778
00:11:44.874 --> 00:11:46.886 a coronary academic Medical Center,
NOTE Confidence: 0.929115627777778
00:11:46.886 --> 00:11:48.746 often travel from other states
NOTE Confidence: 0.929115627777778
00:11:48.746 --> 00:11:50.850 or even from around the world.
NOTE Confidence: 0.929115627777778
00:11:50.850 --> 00:11:53.775 And they were able to access the care they
NOTE Confidence: 0.929115627777778
00:11:53.775 --> 00:11:56.298 needed without any of that aggravation.
NOTE Confidence: 0.929115627777778
00:11:56.300 --> 00:11:58.964 They also love being able to see their
NOTE Confidence: 0.929115627777778
00:11:58.964 --> 00:12:00.963 own doctors and see them especially
NOTE Confidence: 0.929115627777778
00:12:00.963 --> 00:12:03.278 during COVID where isolation has
NOTE Confidence: 0.929115627777778
00:12:03.278 --> 00:12:05.620 been such a challenging issue.
NOTE Confidence: 0.929115627777778
00:12:05.620 --> 00:12:08.124 I think the other thing that I am
NOTE Confidence: 0.929115627777778

00:12:08.124 --> 00:12:10.252 really thrilled about that I think is
NOTE Confidence: 0.929115627777778

00:12:10.252 --> 00:12:12.411 one of the side effects of telehealth
NOTE Confidence: 0.929115627777778

00:12:12.411 --> 00:12:15.019 that we need to study more and really
NOTE Confidence: 0.929115627777778

00:12:15.020 --> 00:12:17.869 enhance is the fact that this really
NOTE Confidence: 0.929115627777778

00:12:17.869 --> 00:12:19.938 requires our patients to step up.
NOTE Confidence: 0.929115627777778

00:12:19.940 --> 00:12:22.644 It requires them to be much more engaged.
NOTE Confidence: 0.929115627777778

00:12:22.650 --> 00:12:24.526 They may have to collect data that
NOTE Confidence: 0.929115627777778

00:12:24.526 --> 00:12:26.080 normally they may have forgotten
NOTE Confidence: 0.929115627777778

00:12:26.080 --> 00:12:28.156 about or they didn't pull together
NOTE Confidence: 0.929115627777778

00:12:28.156 --> 00:12:29.210 before Facetoface visit.
NOTE Confidence: 0.929115627777778

00:12:29.210 --> 00:12:31.527 They have to pull their medications together
NOTE Confidence: 0.929115627777778

00:12:31.527 --> 00:12:34.008 so they can show them to the doctor.
NOTE Confidence: 0.929115627777778

00:12:34.010 --> 00:12:37.088 And I think that's incredibly valuable.
NOTE Confidence: 0.929115627777778

00:12:37.090 --> 00:12:38.392 The other thing we're hearing from
NOTE Confidence: 0.929115627777778

00:12:38.392 --> 00:12:39.850 our patients in a positive way,
NOTE Confidence: 0.929115627777778

00:12:39.850 --> 00:12:41.290 and we're actually hearing this

NOTE Confidence: 0.929115627777778
00:12:41.290 --> 00:12:42.730 from our clinicians as well,
NOTE Confidence: 0.929115627777778
00:12:42.730 --> 00:12:44.725 is when you're doing a virtual visit,
NOTE Confidence: 0.929115627777778
00:12:44.730 --> 00:12:46.410 no one's getting interrupted.
NOTE Confidence: 0.929115627777778
00:12:46.410 --> 00:12:47.250 The doctor,
NOTE Confidence: 0.929115627777778
00:12:47.250 --> 00:12:49.970 the no one's knocking on the doctor's door,
NOTE Confidence: 0.929115627777778
00:12:49.970 --> 00:12:53.048 no one is interrupting the patient.
NOTE Confidence: 0.929115627777778
00:12:53.050 --> 00:12:55.690 And they very much like that.
NOTE Confidence: 0.929115627777778
00:12:55.690 --> 00:12:57.754 And they also very much appreciated
NOTE Confidence: 0.929115627777778
00:12:57.754 --> 00:13:00.061 the fact that they felt safe and
NOTE Confidence: 0.929115627777778
00:13:00.061 --> 00:13:02.070 they didn't have to come in for
NOTE Confidence: 0.929115627777778
00:13:02.136 --> 00:13:04.368 care in person at a time when many,
NOTE Confidence: 0.929115627777778
00:13:04.370 --> 00:13:06.530 many people were afraid to even
NOTE Confidence: 0.929115627777778
00:13:06.530 --> 00:13:07.610 leave their homes.
NOTE Confidence: 0.929115627777778
00:13:07.610 --> 00:13:10.564 So let's go to the next slide.
NOTE Confidence: 0.929115627777778
00:13:10.570 --> 00:13:12.724 And then we heard about some
NOTE Confidence: 0.929115627777778

00:13:12.724 --> 00:13:14.160 of the negative things.
NOTE Confidence: 0.929115627777778

00:13:14.160 --> 00:13:16.360 People were concerned about why,
NOTE Confidence: 0.929115627777778

00:13:16.360 --> 00:13:17.130 you know,
NOTE Confidence: 0.929115627777778

00:13:17.130 --> 00:13:19.440 how important is the physical exam?
NOTE Confidence: 0.929115627777778

00:13:19.440 --> 00:13:21.309 We know that they're probably less important
NOTE Confidence: 0.929115627777778

00:13:21.309 --> 00:13:23.480 than many of our patients think they are,
NOTE Confidence: 0.929115627777778

00:13:23.480 --> 00:13:24.040 but nevertheless,
NOTE Confidence: 0.929115627777778

00:13:24.040 --> 00:13:26.959 we have to do a lot of education about that.
NOTE Confidence: 0.929115627777778

00:13:26.960 --> 00:13:28.775 People were concerned about not
NOTE Confidence: 0.929115627777778

00:13:28.775 --> 00:13:31.421 being able to get lab work done
NOTE Confidence: 0.929115627777778

00:13:31.421 --> 00:13:33.326 or vaccines that they needed.
NOTE Confidence: 0.929115627777778

00:13:33.330 --> 00:13:35.838 We also had some issues with
NOTE Confidence: 0.929115627777778

00:13:35.838 --> 00:13:38.611 how the technical sides of the
NOTE Confidence: 0.929115627777778

00:13:38.611 --> 00:13:40.647 telehealth visits were managed.
NOTE Confidence: 0.929115627777778

00:13:40.650 --> 00:13:42.354 People maybe got some sort of
NOTE Confidence: 0.929115627777778

00:13:42.354 --> 00:13:44.010 e-mail about when to call in,

NOTE Confidence: 0.929115627777778
00:13:44.010 --> 00:13:46.206 but they may have missed it.
NOTE Confidence: 0.929115627777778
00:13:46.210 --> 00:13:47.932 Some people that were on a zoom
NOTE Confidence: 0.929115627777778
00:13:47.932 --> 00:13:49.749 call that then failed and they had
NOTE Confidence: 0.929115627777778
00:13:49.749 --> 00:13:51.610 to call in and sometimes the call
NOTE Confidence: 0.929115627777778
00:13:51.610 --> 00:13:53.444 in didn't work or they didn't even
NOTE Confidence: 0.929115627777778
00:13:53.444 --> 00:13:56.378 know what number to call back.
NOTE Confidence: 0.929115627777778
00:13:56.380 --> 00:13:58.605 They also didn't necessarily know
NOTE Confidence: 0.929115627777778
00:13:58.605 --> 00:14:01.211 about if appointments got changed and
NOTE Confidence: 0.929115627777778
00:14:01.211 --> 00:14:03.416 that actually came up quite a bit,
NOTE Confidence: 0.929115627777778
00:14:03.420 --> 00:14:06.255 which is was a little bit surprising.
NOTE Confidence: 0.929115627777778
00:14:06.260 --> 00:14:08.780 And then the last the last quote
NOTE Confidence: 0.929115627777778
00:14:08.780 --> 00:14:09.860 I I saw
NOTE Confidence: 0.936275178947368
00:14:09.860 --> 00:14:12.597 that kind of touched my heart because
NOTE Confidence: 0.936275178947368
00:14:12.597 --> 00:14:15.525 this came from a teenager in one
NOTE Confidence: 0.936275178947368
00:14:15.525 --> 00:14:17.615 of our pediatric practices where
NOTE Confidence: 0.936275178947368

00:14:17.620 --> 00:14:19.420 the person said please no more,
NOTE Confidence: 0.936275178947368

00:14:19.420 --> 00:14:20.748 no more virtual visits.
NOTE Confidence: 0.936275178947368

00:14:20.748 --> 00:14:22.740 But just not the same as
NOTE Confidence: 0.936275178947368

00:14:22.812 --> 00:14:24.747 seeing the doctor in person.
NOTE Confidence: 0.936275178947368

00:14:24.750 --> 00:14:27.032 I do not live in a virtual
NOTE Confidence: 0.936275178947368

00:14:27.032 --> 00:14:29.389 world and I am not a robot,
NOTE Confidence: 0.936275178947368

00:14:29.390 --> 00:14:30.878 and I wanted to share that
NOTE Confidence: 0.936275178947368

00:14:30.878 --> 00:14:32.150 with you because I was.
NOTE Confidence: 0.936275178947368

00:14:32.150 --> 00:14:34.586 I was really moved by that,
NOTE Confidence: 0.936275178947368

00:14:34.590 --> 00:14:36.565 coming from someone who was
NOTE Confidence: 0.936275178947368

00:14:36.565 --> 00:14:37.750 clearly an adolescent.
NOTE Confidence: 0.936275178947368

00:14:37.750 --> 00:14:40.390 So before I go to the last slide,
NOTE Confidence: 0.936275178947368

00:14:40.390 --> 00:14:41.730 which I assembled upon quite
NOTE Confidence: 0.936275178947368

00:14:41.730 --> 00:14:43.330 late last night and felt like
NOTE Confidence: 0.936275178947368

00:14:43.330 --> 00:14:44.744 I had to share it with you,
NOTE Confidence: 0.936275178947368

00:14:44.750 --> 00:14:47.186 I also want to mention that.

NOTE Confidence: 0.936275178947368
00:14:47.190 --> 00:14:49.150 One of the things that we do is
NOTE Confidence: 0.936275178947368
00:14:49.150 --> 00:14:51.715 part of the work we do to improve
NOTE Confidence: 0.936275178947368
00:14:51.715 --> 00:14:53.397 the patient's experience of care
NOTE Confidence: 0.936275178947368
00:14:53.397 --> 00:14:55.378 and our health system is we take
NOTE Confidence: 0.936275178947368
00:14:55.378 --> 00:14:57.918 as much advantage as possible of
NOTE Confidence: 0.936275178947368
00:14:57.918 --> 00:15:00.378 partnering with patients to help
NOTE Confidence: 0.936275178947368
00:15:00.378 --> 00:15:03.586 us redesign or design new services.
NOTE Confidence: 0.936275178947368
00:15:03.590 --> 00:15:06.560 It's invaluable and I am convinced
NOTE Confidence: 0.936275178947368
00:15:06.560 --> 00:15:09.390 that when we don't do that,
NOTE Confidence: 0.936275178947368
00:15:09.390 --> 00:15:11.280 we are always going to be
NOTE Confidence: 0.936275178947368
00:15:11.280 --> 00:15:12.540 challenged and we'll probably
NOTE Confidence: 0.936275178947368
00:15:12.601 --> 00:15:14.545 never get whatever the service is,
NOTE Confidence: 0.936275178947368
00:15:14.550 --> 00:15:15.870 whatever the process of care
NOTE Confidence: 0.936275178947368
00:15:15.870 --> 00:15:17.190 is that we're trying to.
NOTE Confidence: 0.936275178947368
00:15:17.190 --> 00:15:19.388 Designed that will never get it right.
NOTE Confidence: 0.936275178947368

00:15:19.390 --> 00:15:21.644 And I think we have a golden
NOTE Confidence: 0.936275178947368

00:15:21.644 --> 00:15:23.489 opportunity here to partner with
NOTE Confidence: 0.936275178947368

00:15:23.489 --> 00:15:25.504 patients and families to really
NOTE Confidence: 0.936275178947368

00:15:25.504 --> 00:15:27.586 think about how we can design
NOTE Confidence: 0.936275178947368

00:15:27.586 --> 00:15:30.102 this new form of care in a way
NOTE Confidence: 0.936275178947368

00:15:30.102 --> 00:15:32.630 that meets everyone's needs.
NOTE Confidence: 0.936275178947368

00:15:32.630 --> 00:15:36.018 So let's go to the last slide.
NOTE Confidence: 0.936275178947368

00:15:36.020 --> 00:15:37.780 This came from an adult.
NOTE Confidence: 0.936275178947368

00:15:37.780 --> 00:15:40.496 After listening to the virtual virtual visit,
NOTE Confidence: 0.936275178947368

00:15:40.500 --> 00:15:42.936 my wife wanted to be a patient.
NOTE Confidence: 0.936275178947368

00:15:42.940 --> 00:15:45.780 So with that I'm going to stop and
NOTE Confidence: 0.936275178947368

00:15:45.780 --> 00:15:47.826 we're going to hear from Christian
NOTE Confidence: 0.936275178947368

00:15:47.826 --> 00:15:49.700 and from Asweta and Andrea,
NOTE Confidence: 0.946543225

00:15:50.380 --> 00:15:51.660 Well, thank you Susan.
NOTE Confidence: 0.946543225

00:15:51.660 --> 00:15:52.940 That was just fantastic.
NOTE Confidence: 0.946543225

00:15:52.940 --> 00:15:55.680 And I think you know we really have

NOTE Confidence: 0.946543225

00:15:55.680 --> 00:15:58.060 to keep these issues in mind and

NOTE Confidence: 0.946543225

00:15:58.060 --> 00:16:00.665 know that one size doesn't fit all

NOTE Confidence: 0.946543225

00:16:00.665 --> 00:16:03.170 and and some patients feel blessed.

NOTE Confidence: 0.946543225

00:16:03.170 --> 00:16:04.316 With the virtual visit and others

NOTE Confidence: 0.946543225

00:16:04.316 --> 00:16:06.222 as you said, feel like a robot.

NOTE Confidence: 0.946543225

00:16:06.222 --> 00:16:07.887 So thank you so much.

NOTE Confidence: 0.946543225

00:16:07.890 --> 00:16:08.460 And Christian,

NOTE Confidence: 0.946543225

00:16:08.460 --> 00:16:10.170 we're excited to hear from you.

NOTE Confidence: 0.933848608235294

00:16:13.370 --> 00:16:14.714 Great, thanks very much.

NOTE Confidence: 0.933848608235294

00:16:14.714 --> 00:16:17.444 And I think Susan Lee know that one

NOTE Confidence: 0.933848608235294

00:16:17.444 --> 00:16:19.810 of my favorite aspects of of virtual

NOTE Confidence: 0.933848608235294

00:16:19.810 --> 00:16:22.470 interactions as you can where you know.

NOTE Confidence: 0.933848608235294

00:16:22.470 --> 00:16:24.678 Shirt and tie on top and and and

NOTE Confidence: 0.933848608235294

00:16:24.678 --> 00:16:26.587 shorts and Crocs on the bottom.

NOTE Confidence: 0.933848608235294

00:16:26.590 --> 00:16:27.910 Theoretically, theoretically.

NOTE Confidence: 0.942083309090909

00:16:27.910 --> 00:16:28.758 Although Christian, I will
NOTE Confidence: 0.942083309090909

00:16:28.758 --> 00:16:30.190 tell you your camera is not on,
NOTE Confidence: 0.942083309090909

00:16:30.190 --> 00:16:31.670 so we have no idea what you're wearing.
NOTE Confidence: 0.94830432

00:16:32.270 --> 00:16:33.390 That's probably for the best.
NOTE Confidence: 0.926524806666667

00:16:36.230 --> 00:16:39.209 So thanks very much for the for the chance
NOTE Confidence: 0.926524806666667

00:16:39.209 --> 00:16:42.630 to to be here and and hear this wonderful
NOTE Confidence: 0.926524806666667

00:16:42.630 --> 00:16:46.150 rich discussion and it's been really
NOTE Confidence: 0.926524806666667

00:16:46.150 --> 00:16:50.430 inspiring to hear the talk, all the work.
NOTE Confidence: 0.926524806666667

00:16:50.430 --> 00:16:54.280 To try to help learners and everyone
NOTE Confidence: 0.926524806666667

00:16:54.280 --> 00:16:57.105 really be more effective practitioners
NOTE Confidence: 0.926524806666667

00:16:57.105 --> 00:16:59.826 virtually and to talk just about some of
NOTE Confidence: 0.926524806666667

00:16:59.826 --> 00:17:03.107 the the the broader promises of telehealth.
NOTE Confidence: 0.926524806666667

00:17:03.110 --> 00:17:04.951 But we've also heard a little bit
NOTE Confidence: 0.926524806666667

00:17:04.951 --> 00:17:06.757 about some of the potential pitfalls
NOTE Confidence: 0.926524806666667

00:17:06.757 --> 00:17:09.420 and I think in particular what are the
NOTE Confidence: 0.926524806666667

00:17:09.420 --> 00:17:11.265 speakers mentioned the digital divide

NOTE Confidence: 0.926524806666667
00:17:11.265 --> 00:17:13.273 and access to telehealth technology
NOTE Confidence: 0.926524806666667
00:17:13.273 --> 00:17:16.934 and I think it's important to to.
NOTE Confidence: 0.926524806666667
00:17:16.940 --> 00:17:19.824 To acknowledge a little bit the difference
NOTE Confidence: 0.926524806666667
00:17:19.824 --> 00:17:22.311 between the virtual the video telehealth
NOTE Confidence: 0.926524806666667
00:17:22.311 --> 00:17:24.813 visits and the phone telehealth visits,
NOTE Confidence: 0.931310782
00:17:27.140 --> 00:17:29.540 videos associated with higher patients,
NOTE Confidence: 0.931310782
00:17:29.540 --> 00:17:31.192 understanding and satisfaction as
NOTE Confidence: 0.931310782
00:17:31.192 --> 00:17:33.257 several studies have have showed
NOTE Confidence: 0.931310782
00:17:33.257 --> 00:17:35.345 and probably many of us on the
NOTE Confidence: 0.931310782
00:17:35.345 --> 00:17:38.374 phone or on the the symposium here
NOTE Confidence: 0.931310782
00:17:38.374 --> 00:17:40.725 have either participated in virtual
NOTE Confidence: 0.931310782
00:17:40.725 --> 00:17:43.735 visits as a a patient or provider.
NOTE Confidence: 0.931310782
00:17:43.740 --> 00:17:46.351 Perhaps video and phone and you can
NOTE Confidence: 0.931310782
00:17:46.351 --> 00:17:48.859 see the difference in that experience.
NOTE Confidence: 0.931310782
00:17:48.860 --> 00:17:49.980 So it's important for us,
NOTE Confidence: 0.931310782

00:17:49.980 --> 00:17:52.244 I I think as we think about our
NOTE Confidence: 0.931310782

00:17:52.244 --> 00:17:54.259 own telehealth programs and as we
NOTE Confidence: 0.931310782

00:17:54.259 --> 00:17:56.329 interface with learners and help them
NOTE Confidence: 0.931310782

00:17:56.395 --> 00:17:58.687 to understand the promises and the
NOTE Confidence: 0.931310782

00:17:58.687 --> 00:18:00.956 pitfalls of telehealth that we think
NOTE Confidence: 0.931310782

00:18:00.956 --> 00:18:03.900 about who's at risk of being left behind.
NOTE Confidence: 0.931310782

00:18:03.900 --> 00:18:07.316 You're really who who does not have
NOTE Confidence: 0.931310782

00:18:07.316 --> 00:18:10.210 access to to to video services that
NOTE Confidence: 0.931310782

00:18:10.210 --> 00:18:12.970 took to participate in video telehealth.
NOTE Confidence: 0.931310782

00:18:12.970 --> 00:18:14.465 There's actually a great article
NOTE Confidence: 0.931310782

00:18:14.465 --> 00:18:16.586 that that some of you may have
NOTE Confidence: 0.931310782

00:18:16.586 --> 00:18:18.290 seen in the New England Journal,
NOTE Confidence: 0.931310782

00:18:18.290 --> 00:18:23.290 Catalyst from UCSF talking about
NOTE Confidence: 0.931310782

00:18:23.290 --> 00:18:24.850 addressing equity in telemedicine
NOTE Confidence: 0.931310782

00:18:24.850 --> 00:18:26.770 for chronic disease management.
NOTE Confidence: 0.931310782

00:18:26.770 --> 00:18:28.478 It's got actually a great sort of

NOTE Confidence: 0.931310782

00:18:28.478 --> 00:18:30.455 framing of this issue in general and I

NOTE Confidence: 0.931310782

00:18:30.455 --> 00:18:33.729 encourage all you to just seek that out.

NOTE Confidence: 0.931310782

00:18:33.730 --> 00:18:37.766 But you know, so in thinking about you,

NOTE Confidence: 0.931310782

00:18:37.770 --> 00:18:40.498 who's really at risk of being left behind?

NOTE Confidence: 0.931310782

00:18:40.500 --> 00:18:43.606 There are a couple couple data points.

NOTE Confidence: 0.931310782

00:18:43.606 --> 00:18:44.778 I think you're helpful.

NOTE Confidence: 0.931310782

00:18:44.780 --> 00:18:45.680 So older adults,

NOTE Confidence: 0.931310782

00:18:45.680 --> 00:18:46.580 so among Americans,

NOTE Confidence: 0.931310782

00:18:46.580 --> 00:18:46.820 over

NOTE Confidence: 0.9419308333333333

00:18:49.140 --> 00:18:52.432 6518% of The Who are 18% of the

NOTE Confidence: 0.9419308333333333

00:18:52.432 --> 00:18:54.508 population and hence the most likely

NOTE Confidence: 0.9419308333333333

00:18:54.508 --> 00:18:57.098 to need chronic disease management.

NOTE Confidence: 0.9419308333333333

00:18:57.100 --> 00:19:01.744 Only about 55 to 60% of these patients own

NOTE Confidence: 0.9419308333333333

00:19:01.744 --> 00:19:04.940 a smartphone or have home broadband access.

NOTE Confidence: 0.9419308333333333

00:19:04.940 --> 00:19:08.300 And of the 73% of this population

NOTE Confidence: 0.9419308333333333

00:19:08.300 --> 00:19:10.770 that uses the Internet.
NOTE Confidence: 0.9419308333333333

00:19:10.770 --> 00:19:14.010 Only around 60% were able to send an e-mail,
NOTE Confidence: 0.9419308333333333

00:19:14.010 --> 00:19:16.882 fill out a form, find a website that
NOTE Confidence: 0.9419308333333333

00:19:16.882 --> 00:19:18.450 presents some pretty significant
NOTE Confidence: 0.9419308333333333

00:19:18.450 --> 00:19:21.369 barriers to setting up a virtual visit,
NOTE Confidence: 0.9419308333333333

00:19:21.370 --> 00:19:22.528 which, you know,
NOTE Confidence: 0.9419308333333333

00:19:22.528 --> 00:19:24.844 fortunately for us in our system,
NOTE Confidence: 0.9419308333333333

00:19:24.850 --> 00:19:28.010 Lee is really working to make this seamless.
NOTE Confidence: 0.9419308333333333

00:19:28.010 --> 00:19:29.838 But is is still.
NOTE Confidence: 0.9419308333333333

00:19:29.838 --> 00:19:32.018 It's still complicated for those
NOTE Confidence: 0.9419308333333333

00:19:32.018 --> 00:19:35.604 who may not be as familiar with and
NOTE Confidence: 0.9419308333333333

00:19:35.604 --> 00:19:38.620 comfortable with digital technologies.
NOTE Confidence: 0.9419308333333333

00:19:38.620 --> 00:19:40.424 Another at risk population
NOTE Confidence: 0.9419308333333333

00:19:40.424 --> 00:19:41.777 low income patients.
NOTE Confidence: 0.9419308333333333

00:19:41.780 --> 00:19:46.185 One in eight Americans showed to have
NOTE Confidence: 0.9419308333333333

00:19:46.185 --> 00:19:49.095 lower rates of smartphone ownership 71%,

NOTE Confidence: 0.9419308333333333
00:19:49.095 --> 00:19:53.540 a home broadband access close to 60%,
NOTE Confidence: 0.9419308333333333
00:19:53.540 --> 00:19:56.910 Internet use 82% and basic
NOTE Confidence: 0.9419308333333333
00:19:56.910 --> 00:20:00.380 digital literacy 53%.
NOTE Confidence: 0.9419308333333333
00:20:00.380 --> 00:20:01.750 And then there are other
NOTE Confidence: 0.9419308333333333
00:20:01.750 --> 00:20:02.298 vulnerable populations,
NOTE Confidence: 0.9419308333333333
00:20:02.300 --> 00:20:04.595 just limited digital literacy or
NOTE Confidence: 0.9419308333333333
00:20:04.595 --> 00:20:06.890 access in general rural residents.
NOTE Confidence: 0.9419308333333333
00:20:06.890 --> 00:20:09.358 Racial ethnic minorities talked
NOTE Confidence: 0.9419308333333333
00:20:09.358 --> 00:20:11.209 about older adults,
NOTE Confidence: 0.9419308333333333
00:20:11.210 --> 00:20:12.860 limited English proficiency.
NOTE Confidence: 0.9419308333333333
00:20:12.860 --> 00:20:17.239 So the result is that almost one in
NOTE Confidence: 0.9419308333333333
00:20:17.239 --> 00:20:20.270 four Americans may not have the skills
NOTE Confidence: 0.9419308333333333
00:20:20.270 --> 00:20:25.280 or the access or the devices to engage
NOTE Confidence: 0.9419308333333333
00:20:25.280 --> 00:20:29.545 in these virtual visits for video visits,
NOTE Confidence: 0.9419308333333333
00:20:29.545 --> 00:20:31.970 which creates a real problem.
NOTE Confidence: 0.9419308333333333

00:20:31.970 --> 00:20:33.710 So.
NOTE Confidence: 0.9419308333333333

00:20:33.710 --> 00:20:34.723 These are the patients that
NOTE Confidence: 0.9419308333333333

00:20:34.723 --> 00:20:36.388 are are at greatest risk.
NOTE Confidence: 0.9419308333333333

00:20:36.390 --> 00:20:39.909 So what do we see as we look at
NOTE Confidence: 0.9419308333333333

00:20:39.909 --> 00:20:41.935 actual rates of of of access
NOTE Confidence: 0.9419308333333333

00:20:41.935 --> 00:20:44.030 if we can go to the next slide,
NOTE Confidence: 0.937378257142857

00:20:46.910 --> 00:20:51.365 so a couple studies that I think show
NOTE Confidence: 0.937378257142857

00:20:51.365 --> 00:20:53.640 that patients who are theoretically
NOTE Confidence: 0.937378257142857

00:20:53.640 --> 00:20:57.222 at risk based on access actually are
NOTE Confidence: 0.937378257142857

00:20:57.222 --> 00:21:00.017 utilizing telehealth at lower rates.
NOTE Confidence: 0.937378257142857

00:21:00.020 --> 00:21:02.540 So one study was from Mount Sinai
NOTE Confidence: 0.937378257142857

00:21:02.540 --> 00:21:05.628 in in New York at the beginning of
NOTE Confidence: 0.937378257142857

00:21:05.628 --> 00:21:08.364 the COVID crisis and they looked at
NOTE Confidence: 0.937378257142857

00:21:08.364 --> 00:21:10.251 around 75,000 patient encounters.
NOTE Confidence: 0.937378257142857

00:21:10.251 --> 00:21:13.353 This was really around COVID care
NOTE Confidence: 0.937378257142857

00:21:13.353 --> 00:21:16.294 and was again earlier in the in

NOTE Confidence: 0.937378257142857
00:21:16.294 --> 00:21:18.658 the pandemic between March and May.
NOTE Confidence: 0.937378257142857
00:21:18.660 --> 00:21:21.292 And they looked at what were the
NOTE Confidence: 0.937378257142857
00:21:21.292 --> 00:21:24.300 odds ratios for use of office visits
NOTE Confidence: 0.937378257142857
00:21:24.300 --> 00:21:26.650 versus use of telehealth visits
NOTE Confidence: 0.937378257142857
00:21:26.650 --> 00:21:29.050 for different populations.
NOTE Confidence: 0.937378257142857
00:21:29.050 --> 00:21:34.246 So to look at age patients who were 18 to 30,
NOTE Confidence: 0.937378257142857
00:21:34.250 --> 00:21:37.169 the odds ratio of that group relative
NOTE Confidence: 0.937378257142857
00:21:37.169 --> 00:21:39.902 to older patients using an office
NOTE Confidence: 0.937378257142857
00:21:39.902 --> 00:21:42.301 visit versus telehealth was .75.
NOTE Confidence: 0.937378257142857
00:21:42.301 --> 00:21:46.513 So what that means is the the 18 to
NOTE Confidence: 0.937378257142857
00:21:46.513 --> 00:21:48.900 30 year old patients were much less
NOTE Confidence: 0.937378257142857
00:21:48.980 --> 00:21:51.948 likely to need or use an office visit
NOTE Confidence: 0.937378257142857
00:21:51.948 --> 00:21:54.646 relative to those older patients looking
NOTE Confidence: 0.937378257142857
00:21:54.646 --> 00:21:56.782 at a slightly different way black
NOTE Confidence: 0.937378257142857
00:21:56.782 --> 00:21:58.779 patients compared to white patients.
NOTE Confidence: 0.937378257142857

00:21:58.780 --> 00:22:01.096 The office to to to telehealth
NOTE Confidence: 0.937378257142857

00:22:01.096 --> 00:22:02.900 odds ratio was 1.4,
NOTE Confidence: 0.937378257142857

00:22:02.900 --> 00:22:06.740 so white patients much more likely.
NOTE Confidence: 0.937378257142857

00:22:06.740 --> 00:22:07.062 Sorry,
NOTE Confidence: 0.937378257142857

00:22:07.062 --> 00:22:08.672 black patients much more likely
NOTE Confidence: 0.937378257142857

00:22:08.672 --> 00:22:10.380 to use an office visit,
NOTE Confidence: 0.937378257142857

00:22:10.380 --> 00:22:12.680 less likely to use telehealth
NOTE Confidence: 0.937378257142857

00:22:12.680 --> 00:22:14.060 than white patients.
NOTE Confidence: 0.937378257142857

00:22:14.060 --> 00:22:15.952 Similar pattern for Hispanic
NOTE Confidence: 0.937378257142857

00:22:15.952 --> 00:22:18.317 patients compared to white patients
NOTE Confidence: 0.937378257142857

00:22:18.317 --> 00:22:21.251 that odds ratio was 1.16 and for
NOTE Confidence: 0.937378257142857

00:22:21.251 --> 00:22:23.159 Spanish speaking patients compared
NOTE Confidence: 0.937378257142857

00:22:23.159 --> 00:22:25.310 to English speaking patients.
NOTE Confidence: 0.937378257142857

00:22:25.310 --> 00:22:26.402 Was the 1.19.
NOTE Confidence: 0.937378257142857

00:22:26.402 --> 00:22:28.586 So in all of these groups,
NOTE Confidence: 0.937378257142857

00:22:28.590 --> 00:22:30.635 the more vulnerable groups were

NOTE Confidence: 0.937378257142857
00:22:30.635 --> 00:22:33.190 more likely to use office visit,
NOTE Confidence: 0.937378257142857
00:22:33.190 --> 00:22:35.430 less likely to use telehealth,
NOTE Confidence: 0.898274638571429
00:22:37.950 --> 00:22:44.110 another data set from UCSF primary care.
NOTE Confidence: 0.898274638571429
00:22:44.110 --> 00:22:49.105 So in a two week period before and after.
NOTE Confidence: 0.898274638571429
00:22:49.110 --> 00:22:52.478 Sort of the rapid ramp up of telehealth
NOTE Confidence: 0.898274638571429
00:22:52.478 --> 00:22:55.314 around the the COVID lockdowns they
NOTE Confidence: 0.898274638571429
00:22:55.314 --> 00:22:57.846 looked at for different types of
NOTE Confidence: 0.898274638571429
00:22:57.846 --> 00:23:00.770 patients what was what was the percent
NOTE Confidence: 0.898274638571429
00:23:00.770 --> 00:23:04.102 of overall primary care visits for that
NOTE Confidence: 0.898274638571429
00:23:04.102 --> 00:23:07.221 particular group before and after the
NOTE Confidence: 0.898274638571429
00:23:07.221 --> 00:23:09.305 switch to predominantly telehealth.
NOTE Confidence: 0.898274638571429
00:23:09.310 --> 00:23:14.486 So they went from video visits being 3%.
NOTE Confidence: 0.898274638571429
00:23:14.490 --> 00:23:17.290 To 80% of their total weekly visit.
NOTE Confidence: 0.898274638571429
00:23:17.290 --> 00:23:18.808 So basically kind of think it,
NOTE Confidence: 0.898274638571429
00:23:18.810 --> 00:23:21.757 think of it as very little telehealth
NOTE Confidence: 0.898274638571429

00:23:21.757 --> 00:23:23.610 to mostly telehealth visits.
NOTE Confidence: 0.898274638571429

00:23:23.610 --> 00:23:26.366 So what happened to the to the to
NOTE Confidence: 0.898274638571429

00:23:26.366 --> 00:23:28.982 the percent of visits for each
NOTE Confidence: 0.898274638571429

00:23:28.982 --> 00:23:30.290 of these populations.
NOTE Confidence: 0.898274638571429

00:23:30.290 --> 00:23:36.539 So patients over 65 years old was 41%
NOTE Confidence: 0.898274638571429

00:23:36.539 --> 00:23:41.597 of that practices visits before COVID.
NOTE Confidence: 0.898274638571429

00:23:41.600 --> 00:23:43.600 35% when they went predominantly
NOTE Confidence: 0.898274638571429

00:23:43.600 --> 00:23:44.400 to telehealth,
NOTE Confidence: 0.898274638571429

00:23:44.400 --> 00:23:47.168 a big drop in the percentage of of
NOTE Confidence: 0.898274638571429

00:23:47.168 --> 00:23:50.040 of older patients who were who were
NOTE Confidence: 0.898274638571429

00:23:50.040 --> 00:23:52.860 getting care before and after that
NOTE Confidence: 0.898274638571429

00:23:52.860 --> 00:23:56.748 COVID switch you looked at nonenglish
NOTE Confidence: 0.898274638571429

00:23:56.748 --> 00:24:00.640 versus English patients 14% to 7%,
NOTE Confidence: 0.898274638571429

00:24:00.640 --> 00:24:06.440 so 50% drop and for patients with Medicare.
NOTE Confidence: 0.898274638571429

00:24:06.440 --> 00:24:10.336 Went from 4043% of that practices
NOTE Confidence: 0.898274638571429

00:24:10.336 --> 00:24:13.820 overall visits before COVID to 22%

NOTE Confidence: 0.898274638571429
00:24:13.820 --> 00:24:17.968 of the visits after they switched to
NOTE Confidence: 0.898274638571429
00:24:17.968 --> 00:24:21.678 telehealth and Medicaid was 17% to 10%.
NOTE Confidence: 0.898274638571429
00:24:21.680 --> 00:24:24.080 So this this data seems to bear out.
NOTE Confidence: 0.924688880666666
00:24:26.820 --> 00:24:29.457 To bear out the fact that you know these
NOTE Confidence: 0.924688880666666
00:24:29.457 --> 00:24:31.882 these at risk groups are really getting
NOTE Confidence: 0.924688880666666
00:24:31.882 --> 00:24:33.977 less care or getting different types
NOTE Confidence: 0.924688880666666
00:24:33.977 --> 00:24:36.577 of Care now that we are really more
NOTE Confidence: 0.924688880666666
00:24:36.580 --> 00:24:38.770 predominantly using telehealth and this
NOTE Confidence: 0.924688880666666
00:24:38.770 --> 00:24:41.980 is also what we're seeing in our system.
NOTE Confidence: 0.924688880666666
00:24:41.980 --> 00:24:44.004 So unfortunately we we we have this data
NOTE Confidence: 0.924688880666666
00:24:44.004 --> 00:24:45.778 but haven't shared it internally yet.
NOTE Confidence: 0.924688880666666
00:24:45.780 --> 00:24:49.306 So I get show the slides directly but just
NOTE Confidence: 0.924688880666666
00:24:49.306 --> 00:24:53.010 as an example we're also have looked at.
NOTE Confidence: 0.924688880666666
00:24:53.010 --> 00:24:56.520 Our our telehealth visits both phone
NOTE Confidence: 0.924688880666666
00:24:56.520 --> 00:25:00.084 and video and looking at what is the
NOTE Confidence: 0.924688880666666

00:25:00.084 --> 00:25:02.315 percent of video telehealth visits
NOTE Confidence: 0.924688880666666

00:25:02.315 --> 00:25:05.090 versus phone in different communities.
NOTE Confidence: 0.924688880666666

00:25:05.090 --> 00:25:09.330 And what we've seen is in some of
NOTE Confidence: 0.924688880666666

00:25:09.330 --> 00:25:11.578 our more affluent communities we're
NOTE Confidence: 0.924688880666666

00:25:11.578 --> 00:25:16.214 seeing basically a 50% of of of
NOTE Confidence: 0.924688880666666

00:25:16.214 --> 00:25:20.540 visits of telehealth visits are video.
NOTE Confidence: 0.924688880666666

00:25:20.540 --> 00:25:23.655 Versus in our lower communities or lower
NOTE Confidence: 0.924688880666666

00:25:23.660 --> 00:25:27.448 socioeconomic communities is about 10%.
NOTE Confidence: 0.924688880666666

00:25:27.448 --> 00:25:30.272 So huge disparities in use of video
NOTE Confidence: 0.924688880666666

00:25:30.272 --> 00:25:33.275 visits for telehealth in our local Boston
NOTE Confidence: 0.924688880666666

00:25:33.275 --> 00:25:35.700 community and we're seeing the same
NOTE Confidence: 0.924688880666666

00:25:35.700 --> 00:25:38.326 patterns you know looking at by race,
NOTE Confidence: 0.924688880666666

00:25:38.326 --> 00:25:40.256 ethnicity and language that that
NOTE Confidence: 0.924688880666666

00:25:40.256 --> 00:25:42.499 are represented in the data here.
NOTE Confidence: 0.924688880666666

00:25:42.500 --> 00:25:45.160 So, so I.
NOTE Confidence: 0.924688880666666

00:25:45.160 --> 00:25:48.552 We could heat up some of the real

NOTE Confidence: 0.924688880666666
00:25:48.552 --> 00:25:50.940 challenges that we face in trying
NOTE Confidence: 0.924688880666666
00:25:51.022 --> 00:25:53.527 to provide access to telehealth
NOTE Confidence: 0.924688880666666
00:25:53.527 --> 00:25:56.032 for a more vulnerable patients,
NOTE Confidence: 0.924688880666666
00:25:56.040 --> 00:25:58.566 and important to make learners aware
NOTE Confidence: 0.924688880666666
00:25:58.566 --> 00:26:01.600 of some of these vulnerabilities.
NOTE Confidence: 0.924688880666666
00:26:01.600 --> 00:26:03.960 And now I'll turn it over to a sweeta who,
NOTE Confidence: 0.924688880666666
00:26:03.960 --> 00:26:04.920 as usual,
NOTE Confidence: 0.924688880666666
00:26:04.920 --> 00:26:06.910 is the person who has to then
NOTE Confidence: 0.924688880666666
00:26:06.910 --> 00:26:07.960 solve these problems.
NOTE Confidence: 0.946291578
00:26:14.020 --> 00:26:18.650 Hi, everyone. Thanks for that question.
NOTE Confidence: 0.946291578
00:26:18.650 --> 00:26:20.820 And and it's it's kind of interesting
NOTE Confidence: 0.946291578
00:26:20.820 --> 00:26:23.148 to look at that UCSF data because I
NOTE Confidence: 0.946291578
00:26:23.148 --> 00:26:25.020 have seen some preliminary data by
NOTE Confidence: 0.946291578
00:26:25.087 --> 00:26:27.495 practice and I think the numbers are even
NOTE Confidence: 0.946291578
00:26:27.495 --> 00:26:29.778 higher for drop offs of virtual visits,
NOTE Confidence: 0.946291578

00:26:29.780 --> 00:26:31.862 I mean higher meaning lower rates
NOTE Confidence: 0.946291578

00:26:31.862 --> 00:26:33.500 of of patients getting it.
NOTE Confidence: 0.946291578

00:26:33.500 --> 00:26:36.760 And so I I also wonder what the
NOTE Confidence: 0.946291578

00:26:36.760 --> 00:26:38.710 UCSF practice is doing that?
NOTE Confidence: 0.946291578

00:26:38.710 --> 00:26:40.186 You know there is some difference,
NOTE Confidence: 0.946291578

00:26:40.190 --> 00:26:42.574 but it's not as high as as we've
NOTE Confidence: 0.946291578

00:26:42.574 --> 00:26:44.069 seen in our system.
NOTE Confidence: 0.946291578

00:26:44.070 --> 00:26:46.590 And what I have here up on our slide
NOTE Confidence: 0.946291578

00:26:46.590 --> 00:26:49.110 is just a reminder that you know,
NOTE Confidence: 0.946291578

00:26:49.110 --> 00:26:52.110 a lot of our patients have
NOTE Confidence: 0.946291578

00:26:52.110 --> 00:26:54.096 challenges with health literacy,
NOTE Confidence: 0.946291578

00:26:54.096 --> 00:26:57.547 but also digital literacy and then language.
NOTE Confidence: 0.946291578

00:26:57.550 --> 00:26:59.854 And So what we have built during the
NOTE Confidence: 0.946291578

00:26:59.854 --> 00:27:02.439 time of COVID is really a resource
NOTE Confidence: 0.946291578

00:27:02.439 --> 00:27:04.374 that's publicly available on our
NOTE Confidence: 0.946291578

00:27:04.442 --> 00:27:06.738 Disparity Solutions Center website.

NOTE Confidence: 0.946291578

00:27:06.740 --> 00:27:08.465 That both internal folks and

NOTE Confidence: 0.946291578

00:27:08.465 --> 00:27:10.666 external folks can use to really

NOTE Confidence: 0.946291578

00:27:10.666 --> 00:27:13.084 get at some of the educational

NOTE Confidence: 0.946291578

00:27:13.084 --> 00:27:15.194 material that's necessary to help

NOTE Confidence: 0.946291578

00:27:15.194 --> 00:27:16.858 patients access virtual visits.

NOTE Confidence: 0.946291578

00:27:16.860 --> 00:27:19.177 And that's sort of a mix of

NOTE Confidence: 0.946291578

00:27:19.180 --> 00:27:22.500 materials in in different languages,

NOTE Confidence: 0.946291578

00:27:22.500 --> 00:27:25.034 but also videos that we have used

NOTE Confidence: 0.946291578

00:27:25.034 --> 00:27:28.180 to try and get patients engaged in,

NOTE Confidence: 0.946291578

00:27:28.180 --> 00:27:31.617 in doing virtual visits as well as

NOTE Confidence: 0.946291578

00:27:31.620 --> 00:27:34.980 push out the information about COVID.

NOTE Confidence: 0.946291578

00:27:34.980 --> 00:27:36.420 If you can move to the next slide.

NOTE Confidence: 0.909707153846154

00:27:39.720 --> 00:27:42.424 And this is a study that was led

NOTE Confidence: 0.909707153846154

00:27:42.424 --> 00:27:44.817 by Doctor Karen Donlon and Dr.

NOTE Confidence: 0.909707153846154

00:27:44.817 --> 00:27:46.839 Estevan Barreto here at Mass General,

NOTE Confidence: 0.909707153846154

00:27:46.840 --> 00:27:48.964 where we actually were looking at
NOTE Confidence: 0.909707153846154

00:27:48.964 --> 00:27:51.000 transitions and care for patients.
NOTE Confidence: 0.909707153846154

00:27:51.000 --> 00:27:53.076 And we had a survey done.
NOTE Confidence: 0.909707153846154

00:27:53.080 --> 00:27:56.076 It was a telephone and mail survey
NOTE Confidence: 0.909707153846154

00:27:56.080 --> 00:27:58.168 and this is actually the actual
NOTE Confidence: 0.909707153846154

00:27:58.168 --> 00:28:00.120 survey was on transitions of care.
NOTE Confidence: 0.909707153846154

00:28:00.120 --> 00:28:02.820 But we actually added some
NOTE Confidence: 0.909707153846154

00:28:02.820 --> 00:28:04.980 questions around technology use.
NOTE Confidence: 0.909707153846154

00:28:04.980 --> 00:28:07.535 And for you data nerds out there,
NOTE Confidence: 0.909707153846154

00:28:07.540 --> 00:28:11.460 this is the end was 224 patients that we
NOTE Confidence: 0.909707153846154

00:28:11.460 --> 00:28:14.420 interviewed either by phone or by paper.
NOTE Confidence: 0.909707153846154

00:28:14.420 --> 00:28:16.298 We had a 60% response rate,
NOTE Confidence: 0.909707153846154

00:28:16.300 --> 00:28:18.988 which is fairly high and then we had
NOTE Confidence: 0.909707153846154

00:28:18.988 --> 00:28:21.137 7 languages total in the survey.
NOTE Confidence: 0.909707153846154

00:28:21.140 --> 00:28:23.668 And I think the take away here is
NOTE Confidence: 0.909707153846154

00:28:23.668 --> 00:28:25.820 the question was in the last year,

NOTE Confidence: 0.909707153846154
00:28:25.820 --> 00:28:28.683 did you use Patient Gateway or patient
NOTE Confidence: 0.909707153846154
00:28:28.683 --> 00:28:32.159 portal or my chart and the red means no.
NOTE Confidence: 0.909707153846154
00:28:32.160 --> 00:28:34.533 And I think there is this false
NOTE Confidence: 0.909707153846154
00:28:34.533 --> 00:28:36.365 assumption sometimes that like patients
NOTE Confidence: 0.909707153846154
00:28:36.365 --> 00:28:38.502 who aren't using these portals are
NOTE Confidence: 0.909707153846154
00:28:38.502 --> 00:28:40.074 patients who maybe don't speak English,
NOTE Confidence: 0.909707153846154
00:28:40.080 --> 00:28:41.720 but as you can see,
NOTE Confidence: 0.909707153846154
00:28:41.720 --> 00:28:43.946 patients who self identify as black
NOTE Confidence: 0.909707153846154
00:28:43.946 --> 00:28:46.358 or African American and who are
NOTE Confidence: 0.909707153846154
00:28:46.358 --> 00:28:48.078 likely probably English speaking.
NOTE Confidence: 0.909707153846154
00:28:48.080 --> 00:28:50.672 They also said 61% of those patients said no,
NOTE Confidence: 0.909707153846154
00:28:50.680 --> 00:28:53.000 I've not used it in the last year.
NOTE Confidence: 0.909707153846154
00:28:53.000 --> 00:28:54.988 And then definitely when you look at
NOTE Confidence: 0.909707153846154
00:28:54.988 --> 00:28:56.565 patients for limited English proficiency
NOTE Confidence: 0.909707153846154
00:28:56.565 --> 00:28:58.758 or LEP, you see this is a huge,
NOTE Confidence: 0.909707153846154

00:28:58.760 --> 00:29:00.560 huge number and the Latino patients.
NOTE Confidence: 0.909707153846154

00:29:00.560 --> 00:29:03.928 So I think the take away of this
NOTE Confidence: 0.909707153846154

00:29:03.928 --> 00:29:06.220 survey is that patient gateway,
NOTE Confidence: 0.909707153846154

00:29:06.220 --> 00:29:09.040 patient portals are our entryway into
NOTE Confidence: 0.909707153846154

00:29:09.040 --> 00:29:11.350 a secure virtual visit definitely
NOTE Confidence: 0.909707153846154

00:29:11.350 --> 00:29:13.495 in our system and so.
NOTE Confidence: 0.909707153846154

00:29:13.500 --> 00:29:14.975 We are leaving people behind
NOTE Confidence: 0.909707153846154

00:29:14.975 --> 00:29:16.780 when we are moving towards this,
NOTE Confidence: 0.909707153846154

00:29:16.780 --> 00:29:18.980 especially in the current climate
NOTE Confidence: 0.909707153846154

00:29:18.980 --> 00:29:20.660 and this is important for us to
NOTE Confidence: 0.909707153846154

00:29:20.660 --> 00:29:22.151 remember and it's important for us
NOTE Confidence: 0.909707153846154

00:29:22.151 --> 00:29:24.224 to remember as providers and I I know
NOTE Confidence: 0.909707153846154

00:29:24.224 --> 00:29:25.939 everybody's alluded to it previously.
NOTE Confidence: 0.909707153846154

00:29:25.940 --> 00:29:27.700 So maybe if you can move to the next slide.
NOTE Confidence: 0.91395822

00:29:31.060 --> 00:29:34.156 And really one of the takeaways in some
NOTE Confidence: 0.91395822

00:29:34.156 --> 00:29:37.012 in doing this work is the default is to

NOTE Confidence: 0.91395822

00:29:37.012 --> 00:29:38.887 build a system for an English speaking

NOTE Confidence: 0.91395822

00:29:38.887 --> 00:29:41.263 patient and I will amend that to say an

NOTE Confidence: 0.91395822

00:29:41.322 --> 00:29:43.686 English speaking patient with a smartphone.

NOTE Confidence: 0.91395822

00:29:43.690 --> 00:29:46.364 And perhaps some of that is because

NOTE Confidence: 0.91395822

00:29:46.370 --> 00:29:48.860 that's our world, right, But that's

NOTE Confidence: 0.91395822

00:29:48.860 --> 00:29:50.970 not necessarily the patient's world.

NOTE Confidence: 0.91395822

00:29:50.970 --> 00:29:52.776 And so we build this system for

NOTE Confidence: 0.91395822

00:29:52.776 --> 00:29:55.156 that patient and then we should have

NOTE Confidence: 0.91395822

00:29:55.156 --> 00:29:56.568 retroactively realized, oh wait,

NOTE Confidence: 0.91395822

00:29:56.568 --> 00:29:58.801 we're missing some patients and we have

NOTE Confidence: 0.91395822

00:29:58.801 --> 00:30:00.607 to make adjustments or workarounds

NOTE Confidence: 0.91395822

00:30:00.607 --> 00:30:03.250 or or or add in different pieces.

NOTE Confidence: 0.91395822

00:30:03.250 --> 00:30:07.043 And one of the biggest thing is really can

NOTE Confidence: 0.91395822

00:30:07.043 --> 00:30:09.208 the virtual platform integrate interpreters.

NOTE Confidence: 0.91395822

00:30:09.210 --> 00:30:11.046 This is a third party that's

NOTE Confidence: 0.91395822

00:30:11.046 --> 00:30:12.730 going to join your visit.
NOTE Confidence: 0.91395822

00:30:12.730 --> 00:30:16.630 And as one of the members of of team
NOTE Confidence: 0.91395822

00:30:16.630 --> 00:30:18.827 of at least team reminded me is
NOTE Confidence: 0.91395822

00:30:18.827 --> 00:30:20.892 the more secure you make a virtual
NOTE Confidence: 0.91395822

00:30:20.892 --> 00:30:23.433 visit because there are a lot of
NOTE Confidence: 0.91395822

00:30:23.433 --> 00:30:24.857 concerns about security, right?
NOTE Confidence: 0.91395822

00:30:24.857 --> 00:30:26.819 Both from our organization but also
NOTE Confidence: 0.91395822

00:30:26.819 --> 00:30:28.970 provider and and patient perspective.
NOTE Confidence: 0.91395822

00:30:28.970 --> 00:30:31.970 The more complex your system is,
NOTE Confidence: 0.91395822

00:30:31.970 --> 00:30:34.274 so it'll make it harder for a patient
NOTE Confidence: 0.91395822

00:30:34.274 --> 00:30:36.355 to join the virtual visit when
NOTE Confidence: 0.91395822

00:30:36.355 --> 00:30:38.509 you try to increase the security.
NOTE Confidence: 0.91395822

00:30:38.510 --> 00:30:40.530 So, and this came up because a lot of our
NOTE Confidence: 0.91395822

00:30:40.581 --> 00:30:42.744 patients in the community Health Center are,
NOTE Confidence: 0.91395822

00:30:42.750 --> 00:30:44.910 and I have it on my phone as well,
NOTE Confidence: 0.91395822

00:30:44.910 --> 00:30:46.042 we use, oh God.

NOTE Confidence: 0.91395822

00:30:46.042 --> 00:30:48.069 Now of course I forgot the name

NOTE Confidence: 0.91395822

00:30:48.069 --> 00:30:49.850 of the app WhatsApp, you know,

NOTE Confidence: 0.91395822

00:30:49.850 --> 00:30:51.550 to communicate with our families.

NOTE Confidence: 0.91395822

00:30:51.550 --> 00:30:53.090 And so one of the questions from

NOTE Confidence: 0.91395822

00:30:53.090 --> 00:30:54.462 providers was why can't we just

NOTE Confidence: 0.91395822

00:30:54.462 --> 00:30:55.782 use WhatsApp to do these calls?

NOTE Confidence: 0.91395822

00:30:55.790 --> 00:30:56.216 Well,

NOTE Confidence: 0.91395822

00:30:56.216 --> 00:30:59.624 because it's really in not a secure platform,

NOTE Confidence: 0.91395822

00:30:59.630 --> 00:31:02.486 but it's easily accessible to patients.

NOTE Confidence: 0.91395822

00:31:02.490 --> 00:31:03.330 So that's sort of the,

NOTE Confidence: 0.91395822

00:31:03.330 --> 00:31:05.808 the tension that we run here.

NOTE Confidence: 0.91395822

00:31:05.810 --> 00:31:07.650 And then when we think about the most

NOTE Confidence: 0.91395822

00:31:07.650 --> 00:31:09.050 secure virtual visit in our system,

NOTE Confidence: 0.91395822

00:31:09.050 --> 00:31:10.952 it really requires my chart enrollment

NOTE Confidence: 0.91395822

00:31:10.952 --> 00:31:13.246 and you just saw the data that we

NOTE Confidence: 0.91395822

00:31:13.246 --> 00:31:16.088 had from surveying our patients.

NOTE Confidence: 0.91395822

00:31:16.090 --> 00:31:18.701 And as Christian also alluded is there's

NOTE Confidence: 0.91395822

00:31:18.701 --> 00:31:21.428 a difference in using a desktop versus

NOTE Confidence: 0.91395822

00:31:21.428 --> 00:31:25.194 a smartphone versus just a phone call

NOTE Confidence: 0.91395822

00:31:25.194 --> 00:31:29.550 in the quality of your of your visit.

NOTE Confidence: 0.91395822

00:31:29.550 --> 00:31:32.502 But also to remember that for many of our

NOTE Confidence: 0.91395822

00:31:32.502 --> 00:31:35.067 patients who don't have all the resources,

NOTE Confidence: 0.91395822

00:31:35.070 --> 00:31:36.334 we've heard from them,

NOTE Confidence: 0.91395822

00:31:36.334 --> 00:31:38.585 that one virtual visit will wipe out

NOTE Confidence: 0.91395822

00:31:38.585 --> 00:31:40.643 their entire data plan for the month.

NOTE Confidence: 0.91395822

00:31:40.650 --> 00:31:43.970 And I have a teenager and I very

NOTE Confidence: 0.91395822

00:31:43.970 --> 00:31:46.070 much resisted switching to the the

NOTE Confidence: 0.91395822

00:31:46.070 --> 00:31:48.170 unlimited plan for a really long time.

NOTE Confidence: 0.91395822

00:31:48.170 --> 00:31:50.162 And then I realized that I was actually

NOTE Confidence: 0.91395822

00:31:50.162 --> 00:31:51.529 probably saving money by doing it.

NOTE Confidence: 0.91395822

00:31:51.530 --> 00:31:53.726 But not everybody has that luxury.

NOTE Confidence: 0.91395822

00:31:53.730 --> 00:31:55.690 So we have to kind of be mindful of that.

NOTE Confidence: 0.91395822

00:31:55.690 --> 00:31:57.766 And the patient may not understand

NOTE Confidence: 0.91395822

00:31:57.766 --> 00:31:59.717 that their data will be wiped

NOTE Confidence: 0.91395822

00:31:59.717 --> 00:32:01.300 out and then who's going to.

NOTE Confidence: 0.91395822

00:32:01.300 --> 00:32:01.834 You know,

NOTE Confidence: 0.91395822

00:32:01.834 --> 00:32:02.368 supplement that.

NOTE Confidence: 0.91395822

00:32:02.368 --> 00:32:04.245 So those are the things that we

NOTE Confidence: 0.91395822

00:32:04.245 --> 00:32:05.137 have to think about.

NOTE Confidence: 0.91395822

00:32:05.140 --> 00:32:06.736 And then the third party edition,

NOTE Confidence: 0.91395822

00:32:06.740 --> 00:32:07.418 as Christian said,

NOTE Confidence: 0.91395822

00:32:07.418 --> 00:32:08.774 may mean it's a phone visit,

NOTE Confidence: 0.91395822

00:32:08.780 --> 00:32:10.496 It may not be good quality,

NOTE Confidence: 0.91395822

00:32:10.500 --> 00:32:12.816 the platform may not support it.

NOTE Confidence: 0.91395822

00:32:12.820 --> 00:32:14.572 There's all sorts of reasons and

NOTE Confidence: 0.91395822

00:32:14.572 --> 00:32:15.740 we've heard from interpreters

NOTE Confidence: 0.949402145454545

00:32:15.791 --> 00:32:17.625 that phone business aren't as great
NOTE Confidence: 0.949402145454545

00:32:17.625 --> 00:32:20.035 as being able to see the patient
NOTE Confidence: 0.949402145454545

00:32:20.035 --> 00:32:22.117 in order to do the interpreter.
NOTE Confidence: 0.949402145454545

00:32:22.120 --> 00:32:24.244 The other thing is we have the system where
NOTE Confidence: 0.949402145454545

00:32:24.244 --> 00:32:26.120 the reimbursement rates of video visits
NOTE Confidence: 0.949402145454545

00:32:26.120 --> 00:32:28.360 might be different versus a phone visit.
NOTE Confidence: 0.949402145454545

00:32:28.360 --> 00:32:29.782 It just depends on on what
NOTE Confidence: 0.949402145454545

00:32:29.782 --> 00:32:30.960 kind of visit it is.
NOTE Confidence: 0.949402145454545

00:32:30.960 --> 00:32:33.640 And so I think for the OP patients,
NOTE Confidence: 0.949402145454545

00:32:33.640 --> 00:32:36.320 there's a flat rate, but this is also
NOTE Confidence: 0.949402145454545

00:32:36.320 --> 00:32:38.280 something that the providers know.
NOTE Confidence: 0.949402145454545

00:32:38.280 --> 00:32:40.755 And so we just want to make sure that
NOTE Confidence: 0.949402145454545

00:32:40.755 --> 00:32:43.738 we don't set up a system where we favor
NOTE Confidence: 0.949402145454545

00:32:43.738 --> 00:32:45.880 visits that patients with language
NOTE Confidence: 0.949402145454545

00:32:45.880 --> 00:32:48.480 or technology or literacy barriers
NOTE Confidence: 0.949402145454545

00:32:48.480 --> 00:32:51.150 or broadband barriers can't access.

NOTE Confidence: 0.949402145454545
00:32:51.150 --> 00:32:53.337 And we really have to be mindful of not
NOTE Confidence: 0.949402145454545
00:32:53.337 --> 00:32:54.917 developing sort of structural racism in
NOTE Confidence: 0.949402145454545
00:32:54.917 --> 00:32:56.988 our system where we take care of 1 pair,
NOTE Confidence: 0.949402145454545
00:32:56.990 --> 00:32:59.573 one group of patients because they can
NOTE Confidence: 0.949402145454545
00:32:59.573 --> 00:33:02.012 access this virtual visit and the other
NOTE Confidence: 0.949402145454545
00:33:02.012 --> 00:33:04.210 thing that's come up is really patients
NOTE Confidence: 0.949402145454545
00:33:04.276 --> 00:33:06.646 are concerned about immigration and ICE.
NOTE Confidence: 0.949402145454545
00:33:06.650 --> 00:33:09.065 And not wanting to download these apps
NOTE Confidence: 0.949402145454545
00:33:09.065 --> 00:33:11.509 that they don't really understand on
NOTE Confidence: 0.949402145454545
00:33:11.509 --> 00:33:13.322 their phone and also being afraid of
NOTE Confidence: 0.949402145454545
00:33:13.322 --> 00:33:15.609 what we will do with their information.
NOTE Confidence: 0.949402145454545
00:33:15.610 --> 00:33:17.410 And so as a healthcare organization,
NOTE Confidence: 0.949402145454545
00:33:17.410 --> 00:33:18.352 as a provider,
NOTE Confidence: 0.949402145454545
00:33:18.352 --> 00:33:20.550 you have to be able to reassure
NOTE Confidence: 0.949402145454545
00:33:20.623 --> 00:33:22.808 your patients about the privacy,
NOTE Confidence: 0.949402145454545

00:33:22.810 --> 00:33:24.346 but understand that,
NOTE Confidence: 0.949402145454545

00:33:24.346 --> 00:33:25.370 you know,
NOTE Confidence: 0.949402145454545

00:33:25.370 --> 00:33:27.464 there have been instances where ICE
NOTE Confidence: 0.949402145454545

00:33:27.464 --> 00:33:30.359 has has picked up patients from a
NOTE Confidence: 0.949402145454545

00:33:30.359 --> 00:33:32.744 healthcare organization and those stories.
NOTE Confidence: 0.949402145454545

00:33:32.750 --> 00:33:34.510 While they might not be in our backyard,
NOTE Confidence: 0.949402145454545

00:33:34.510 --> 00:33:36.988 they do circulate in the immigrant community.
NOTE Confidence: 0.949402145454545

00:33:36.990 --> 00:33:40.126 And so those have more impact and more
NOTE Confidence: 0.949402145454545

00:33:40.126 --> 00:33:43.346 weight with a patient than just us saying,
NOTE Confidence: 0.949402145454545

00:33:43.350 --> 00:33:44.139 oh don't worry,
NOTE Confidence: 0.949402145454545

00:33:44.139 --> 00:33:46.750 we won't report you to ICE or immigration.
NOTE Confidence: 0.949402145454545

00:33:46.750 --> 00:33:48.310 We won't share that information.
NOTE Confidence: 0.949402145454545

00:33:48.310 --> 00:33:49.590 And I think legally,
NOTE Confidence: 0.949402145454545

00:33:49.590 --> 00:33:51.190 if there's a court document,
NOTE Confidence: 0.949402145454545

00:33:51.190 --> 00:33:53.549 we actually have to share that information.
NOTE Confidence: 0.949402145454545

00:33:53.550 --> 00:33:56.070 I and I had looked into that.

NOTE Confidence: 0.949402145454545
00:33:56.070 --> 00:33:56.794 And lastly,
NOTE Confidence: 0.949402145454545
00:33:56.794 --> 00:33:59.328 I just wanted to address the social
NOTE Confidence: 0.949402145454545
00:33:59.328 --> 00:34:00.757 determinants of health of when
NOTE Confidence: 0.949402145454545
00:34:00.757 --> 00:34:02.455 there is no technology at home.
NOTE Confidence: 0.949402145454545
00:34:02.455 --> 00:34:04.784 Home to do the virtual visit also as
NOTE Confidence: 0.949402145454545
00:34:04.784 --> 00:34:06.303 a healthcare system or as a provider,
NOTE Confidence: 0.949402145454545
00:34:06.310 --> 00:34:09.068 giving a patient a tablet for example.
NOTE Confidence: 0.949402145454545
00:34:09.070 --> 00:34:10.910 Does that fulfill the need?
NOTE Confidence: 0.949402145454545
00:34:10.910 --> 00:34:13.451 And we are currently doing a small
NOTE Confidence: 0.949402145454545
00:34:13.451 --> 00:34:15.038 feasibility pilot of distributing
NOTE Confidence: 0.949402145454545
00:34:15.038 --> 00:34:17.183 these Amazon Fire tablets to
NOTE Confidence: 0.949402145454545
00:34:17.183 --> 00:34:19.715 patients that have been donated and
NOTE Confidence: 0.949402145454545
00:34:19.715 --> 00:34:21.710 we were finding out that while yes,
NOTE Confidence: 0.949402145454545
00:34:21.710 --> 00:34:25.390 it may address some of the issues.
NOTE Confidence: 0.949402145454545
00:34:25.390 --> 00:34:27.316 We actually called 53 patients to
NOTE Confidence: 0.949402145454545

00:34:27.316 --> 00:34:30.005 find out if they have Wi-Fi at home
NOTE Confidence: 0.949402145454545

00:34:30.005 --> 00:34:32.009 that could participate in a pilot
NOTE Confidence: 0.949402145454545

00:34:32.077 --> 00:34:34.028 and 19% said they had no Wi-Fi,
NOTE Confidence: 0.949402145454545

00:34:34.030 --> 00:34:36.515 but they were interested in
NOTE Confidence: 0.949402145454545

00:34:36.515 --> 00:34:37.509 participating still.
NOTE Confidence: 0.949402145454545

00:34:37.510 --> 00:34:40.275 And then 13% said actually
NOTE Confidence: 0.949402145454545

00:34:40.275 --> 00:34:42.342 13% we couldn't reach, right,
NOTE Confidence: 0.949402145454545

00:34:42.342 --> 00:34:44.232 because the number wasn't correct
NOTE Confidence: 0.949402145454545

00:34:44.232 --> 00:34:45.910 that we had in our system.
NOTE Confidence: 0.949402145454545

00:34:45.910 --> 00:34:47.142 And so you know.
NOTE Confidence: 0.949402145454545

00:34:47.142 --> 00:34:49.765 I think we have to think about that
NOTE Confidence: 0.949402145454545

00:34:49.765 --> 00:34:52.215 when we sort of roll out these,
NOTE Confidence: 0.949402145454545

00:34:52.220 --> 00:34:53.955 these these pilots about addressing
NOTE Confidence: 0.949402145454545

00:34:53.955 --> 00:34:56.330 sort of the the technology piece that
NOTE Confidence: 0.949402145454545

00:34:56.330 --> 00:34:58.658 even if we give something to the patient,
NOTE Confidence: 0.949402145454545

00:34:58.660 --> 00:35:00.730 it doesn't necessarily solve the

NOTE Confidence: 0.949402145454545
00:35:00.730 --> 00:35:03.213 issue and you need somebody who
NOTE Confidence: 0.949402145454545
00:35:03.213 --> 00:35:05.241 can work remotely with a patient
NOTE Confidence: 0.949402145454545
00:35:05.241 --> 00:35:07.528 to help them download zoom,
NOTE Confidence: 0.949402145454545
00:35:07.528 --> 00:35:09.430 download patient gateway.
NOTE Confidence: 0.938995675
00:35:09.430 --> 00:35:12.710 Download e-mail, show them how to use it,
NOTE Confidence: 0.938995675
00:35:12.710 --> 00:35:14.228 like how will you do that.
NOTE Confidence: 0.938995675
00:35:14.230 --> 00:35:16.480 So I think these are sort of the nuances
NOTE Confidence: 0.938995675
00:35:16.480 --> 00:35:18.521 and then we haven't talked about the
NOTE Confidence: 0.938995675
00:35:18.521 --> 00:35:20.558 big piece which is broadband access and
NOTE Confidence: 0.938995675
00:35:20.558 --> 00:35:23.078 and so I will just end with like the
NOTE Confidence: 0.938995675
00:35:23.078 --> 00:35:25.510 things that we have been working on in
NOTE Confidence: 0.938995675
00:35:25.581 --> 00:35:28.297 the virtual visits are not unlike what
NOTE Confidence: 0.938995675
00:35:28.297 --> 00:35:30.624 schools are currently facing and trying
NOTE Confidence: 0.938995675
00:35:30.624 --> 00:35:33.290 to provide a school and education to
NOTE Confidence: 0.938995675
00:35:33.290 --> 00:35:35.650 patients and having to address like.
NOTE Confidence: 0.938995675

00:35:35.650 --> 00:35:37.930 Families not having the laptops,
NOTE Confidence: 0.938995675

00:35:37.930 --> 00:35:39.013 not having broadband,
NOTE Confidence: 0.938995675

00:35:39.013 --> 00:35:42.045 you know that the lack of sort of
NOTE Confidence: 0.938995675

00:35:42.045 --> 00:35:44.607 interactivity of having a remote school.
NOTE Confidence: 0.938995675

00:35:44.610 --> 00:35:47.170 So I I I've thought about that as
NOTE Confidence: 0.938995675

00:35:47.170 --> 00:35:48.130 I was getting ready for school.
NOTE Confidence: 0.938995675

00:35:48.130 --> 00:35:50.728 Like, God, this feels so familiar.
NOTE Confidence: 0.938995675

00:35:50.730 --> 00:35:54.858 So I'll turn it back over to Lee
NOTE Confidence: 0.938995675

00:35:54.858 --> 00:35:56.490 and the next speaker, I believe.
NOTE Confidence: 0.933544666666667

00:35:58.030 --> 00:36:00.310 Yeah. So thank you so much.
NOTE Confidence: 0.933544666666667

00:36:00.310 --> 00:36:01.030 As sweet, you know,
NOTE Confidence: 0.933544666666667

00:36:01.030 --> 00:36:03.150 I I said at the very beginning of the talk,
NOTE Confidence: 0.933544666666667

00:36:03.150 --> 00:36:06.474 I feel like the equity challenge is it's
NOTE Confidence: 0.933544666666667

00:36:06.474 --> 00:36:08.588 like fighting the hydra in Greek mythology.
NOTE Confidence: 0.933544666666667

00:36:08.590 --> 00:36:11.230 Every time you think you've found a solution,
NOTE Confidence: 0.933544666666667

00:36:11.230 --> 00:36:12.870 2 new problems crop up.

NOTE Confidence: 0.93354466666667
00:36:12.870 --> 00:36:16.263 And it really speaks to the concept that to
NOTE Confidence: 0.93354466666667
00:36:16.263 --> 00:36:19.110 overcome these barriers in access to care,
NOTE Confidence: 0.93354466666667
00:36:19.110 --> 00:36:21.666 you can't just eradicate 1 barrier,
NOTE Confidence: 0.93354466666667
00:36:21.670 --> 00:36:23.630 you have to eradicate all the barriers
NOTE Confidence: 0.93354466666667
00:36:23.630 --> 00:36:25.587 because if you don't plow the road,
NOTE Confidence: 0.93354466666667
00:36:25.590 --> 00:36:27.886 like all the way from start to finish.
NOTE Confidence: 0.93354466666667
00:36:27.890 --> 00:36:29.378 It doesn't matter that like the
NOTE Confidence: 0.93354466666667
00:36:29.378 --> 00:36:31.124 end of your driveway is plowed if
NOTE Confidence: 0.93354466666667
00:36:31.124 --> 00:36:32.522 the top of your driveway isn't,
NOTE Confidence: 0.93354466666667
00:36:32.530 --> 00:36:34.126 you still can't get your car out.
NOTE Confidence: 0.93354466666667
00:36:34.130 --> 00:36:35.070 And it it really,
NOTE Confidence: 0.93354466666667
00:36:35.070 --> 00:36:37.459 it keeps us honest and it it it addresses
NOTE Confidence: 0.93354466666667
00:36:37.459 --> 00:36:39.601 that issue I mentioned at the beginning,
NOTE Confidence: 0.93354466666667
00:36:39.610 --> 00:36:41.410 which is sort of don't look,
NOTE Confidence: 0.93354466666667
00:36:41.410 --> 00:36:43.618 don't tell in the in the face of
NOTE Confidence: 0.93354466666667

00:36:43.618 --> 00:36:46.043 poverty there are many challenges with
NOTE Confidence: 0.933544666666667

00:36:46.043 --> 00:36:47.847 delivering good quality healthcare.
NOTE Confidence: 0.933544666666667

00:36:47.850 --> 00:36:50.100 And so the deeper we look the more we
NOTE Confidence: 0.933544666666667

00:36:50.100 --> 00:36:52.657 will find that needs fixing and the more
NOTE Confidence: 0.933544666666667

00:36:52.657 --> 00:36:54.665 innovative we will have to be in order
NOTE Confidence: 0.933544666666667

00:36:54.665 --> 00:36:56.970 to do it in a sustainable manner so.
NOTE Confidence: 0.933544666666667

00:36:56.970 --> 00:36:59.610 We're really grateful to your team
NOTE Confidence: 0.933544666666667

00:36:59.610 --> 00:37:02.322 and Christian's team and Susan's team
NOTE Confidence: 0.933544666666667

00:37:02.322 --> 00:37:04.774 for keeping us honest and not patting
NOTE Confidence: 0.933544666666667

00:37:04.774 --> 00:37:06.370 ourselves on the back too much that,
NOTE Confidence: 0.933544666666667

00:37:06.370 --> 00:37:08.890 hey, we did a million virtual visits.
NOTE Confidence: 0.933544666666667

00:37:08.890 --> 00:37:09.664 Well, we did,
NOTE Confidence: 0.933544666666667

00:37:09.664 --> 00:37:11.470 but there was a group of patients
NOTE Confidence: 0.933544666666667

00:37:11.525 --> 00:37:13.413 we totally left out in the cold and
NOTE Confidence: 0.933544666666667

00:37:13.413 --> 00:37:15.714 we have to work tirelessly until we
NOTE Confidence: 0.933544666666667

00:37:15.714 --> 00:37:18.210 have solutions for those as well.

NOTE Confidence: 0.933544666666667
00:37:18.210 --> 00:37:20.568 I do want to open it up for questions
NOTE Confidence: 0.933544666666667
00:37:20.568 --> 00:37:23.005 now and I'd love to hear from Andrea,
NOTE Confidence: 0.933544666666667
00:37:23.010 --> 00:37:24.934 one of our patient
NOTE Confidence: 0.933544666666667
00:37:24.934 --> 00:37:25.896 stakeholder representatives.
NOTE Confidence: 0.933544666666667
00:37:25.900 --> 00:37:27.622 You know your reflections on the
NOTE Confidence: 0.933544666666667
00:37:27.622 --> 00:37:29.332 the comments both from this panel
NOTE Confidence: 0.933544666666667
00:37:29.332 --> 00:37:30.856 and from earlier in the day.
NOTE Confidence: 0.933544666666667
00:37:30.860 --> 00:37:31.080 Andre,
NOTE Confidence: 0.933544666666667
00:37:31.080 --> 00:37:31.740 are you there?
NOTE Confidence: 0.9452853
00:37:33.900 --> 00:37:37.339 You'll need to unmute. There you are.
NOTE Confidence: 0.7608581933333333
00:37:38.780 --> 00:37:40.898 So first of all, you know,
NOTE Confidence: 0.7608581933333333
00:37:40.900 --> 00:37:42.340 thank you to all the presenters.
NOTE Confidence: 0.7608581933333333
00:37:42.340 --> 00:37:46.498 It was a lot of great information.
NOTE Confidence: 0.7608581933333333
00:37:46.500 --> 00:37:48.604 I would just say that there is a
NOTE Confidence: 0.7608581933333333
00:37:48.604 --> 00:37:50.830 lot of focus on telehealth now.
NOTE Confidence: 0.7608581933333333

00:37:50.830 --> 00:37:53.440 But the most critical thing here
NOTE Confidence: 0.7608581933333333

00:37:53.440 --> 00:37:55.944 and especially that had as has
NOTE Confidence: 0.7608581933333333

00:37:55.944 --> 00:37:57.934 been pointed out through COVID-19
NOTE Confidence: 0.7608581933333333

00:37:57.934 --> 00:38:00.362 and health disparities is we can't
NOTE Confidence: 0.7608581933333333

00:38:00.362 --> 00:38:02.702 continue going the way we are.
NOTE Confidence: 0.7608581933333333

00:38:02.710 --> 00:38:04.670 What Asweto was talking about,
NOTE Confidence: 0.7608581933333333

00:38:04.670 --> 00:38:06.945 we have to do that right now.
NOTE Confidence: 0.7608581933333333

00:38:06.950 --> 00:38:08.654 If we just continue rolling this
NOTE Confidence: 0.7608581933333333

00:38:08.654 --> 00:38:10.430 stuff out and keeping rolling on,
NOTE Confidence: 0.7608581933333333

00:38:10.430 --> 00:38:12.070 we're never going to address
NOTE Confidence: 0.7608581933333333

00:38:12.070 --> 00:38:13.382 the the disparities piece.
NOTE Confidence: 0.7608581933333333

00:38:13.390 --> 00:38:15.646 So if we take anything at all away
NOTE Confidence: 0.7608581933333333

00:38:15.646 --> 00:38:18.082 from today with all this great work and
NOTE Confidence: 0.7608581933333333

00:38:18.082 --> 00:38:20.730 we're serving a lot of patients very well.
NOTE Confidence: 0.7608581933333333

00:38:20.730 --> 00:38:23.327 We're leaving a lot of them behind.
NOTE Confidence: 0.7608581933333333

00:38:23.330 --> 00:38:28.114 And until we actually have a solution and

NOTE Confidence: 0.760858193333333
00:38:28.114 --> 00:38:32.250 have that we're not doing the system justice,
NOTE Confidence: 0.760858193333333
00:38:32.250 --> 00:38:34.810 we're actually increasing health,
NOTE Confidence: 0.760858193333333
00:38:34.810 --> 00:38:36.730 health and equity.
NOTE Confidence: 0.760858193333333
00:38:36.730 --> 00:38:38.170 And you know, believe me,
NOTE Confidence: 0.760858193333333
00:38:38.170 --> 00:38:40.168 I'm a strong advocate of telehealth.
NOTE Confidence: 0.760858193333333
00:38:40.170 --> 00:38:42.492 I have been for a long time and I
NOTE Confidence: 0.760858193333333
00:38:42.492 --> 00:38:44.606 think it improves access to care.
NOTE Confidence: 0.760858193333333
00:38:44.610 --> 00:38:45.746 But at this point,
NOTE Confidence: 0.760858193333333
00:38:45.746 --> 00:38:47.450 we cannot move forward until we
NOTE Confidence: 0.760858193333333
00:38:47.508 --> 00:38:49.608 address the health disparities peace.
NOTE Confidence: 0.8813492
00:38:49.930 --> 00:38:50.690 And you know, it's interesting,
NOTE Confidence: 0.8813492
00:38:50.690 --> 00:38:52.930 I want to reflect on that for a
NOTE Confidence: 0.8813492
00:38:52.930 --> 00:38:54.801 moment because prior to COVID,
NOTE Confidence: 0.8813492
00:38:54.801 --> 00:38:57.423 Telehealth is a sort of boutique
NOTE Confidence: 0.8813492
00:38:57.423 --> 00:38:59.021 offering that created a convenient
NOTE Confidence: 0.8813492

00:38:59.021 --> 00:39:00.820 access point for for a group of
NOTE Confidence: 0.8813492

00:39:00.870 --> 00:39:02.650 patients who were really interested,
NOTE Confidence: 0.8813492

00:39:02.650 --> 00:39:03.790 the early adopters.
NOTE Confidence: 0.8813492

00:39:03.790 --> 00:39:06.864 But but the folks who we're talking about
NOTE Confidence: 0.8813492

00:39:06.864 --> 00:39:10.087 now, they still had the luxury in quotes,
NOTE Confidence: 0.8813492

00:39:10.090 --> 00:39:11.530 the option of coming in person,
NOTE Confidence: 0.8813492

00:39:11.530 --> 00:39:13.746 they could come in person on the bus.
NOTE Confidence: 0.8813492

00:39:13.750 --> 00:39:14.870 They have insurance coverage.
NOTE Confidence: 0.8813492

00:39:14.870 --> 00:39:16.814 They many of them have, you know,
NOTE Confidence: 0.8813492

00:39:16.814 --> 00:39:17.630 coverage for medication.
NOTE Confidence: 0.8813492

00:39:17.630 --> 00:39:20.550 So we had a channel for delivering care.
NOTE Confidence: 0.8813492

00:39:20.550 --> 00:39:23.830 When COVID locked everybody out of the
NOTE Confidence: 0.8813492

00:39:23.830 --> 00:39:26.230 health system, telehealth was amazing.
NOTE Confidence: 0.8813492

00:39:26.230 --> 00:39:27.073 And restoring access,
NOTE Confidence: 0.8813492

00:39:27.073 --> 00:39:29.626 it's like it was a power outage and suddenly
NOTE Confidence: 0.8813492

00:39:29.626 --> 00:39:31.746 we lit up houses all over with power.

NOTE Confidence: 0.8813492

00:39:31.750 --> 00:39:33.865 But guess who got left out of the grid?

NOTE Confidence: 0.524987876

00:39:34.350 --> 00:39:35.694 Those, like, they always,

NOTE Confidence: 0.524987876

00:39:35.694 --> 00:39:37.589 yeah, they always get left out.

NOTE Confidence: 0.524987876

00:39:37.590 --> 00:39:38.650 So guys, you know.

NOTE Confidence: 0.524987876

00:39:38.650 --> 00:39:40.520 How do we have to do it?

NOTE Confidence: 0.524987876

00:39:40.520 --> 00:39:41.918 We have to do community outreach.

NOTE Confidence: 0.524987876

00:39:41.920 --> 00:39:43.600 We have to do education.

NOTE Confidence: 0.524987876

00:39:43.600 --> 00:39:45.882 We have to actually go out and

NOTE Confidence: 0.524987876

00:39:45.882 --> 00:39:47.560 maybe use health coaching,

NOTE Confidence: 0.524987876

00:39:47.560 --> 00:39:49.120 I mean health coaching

NOTE Confidence: 0.524987876

00:39:49.120 --> 00:39:50.680 and use health coaches,

NOTE Confidence: 0.524987876

00:39:50.680 --> 00:39:52.787 Train community health workers to be health

NOTE Confidence: 0.524987876

00:39:52.787 --> 00:39:54.719 coaches and really go out to community,

NOTE Confidence: 0.524987876

00:39:54.720 --> 00:39:56.640 provide the tools they need

NOTE Confidence: 0.524987876

00:39:56.640 --> 00:39:58.560 and the education to help.

NOTE Confidence: 0.524987876

00:39:58.560 --> 00:40:00.096 Really bring bring telehealth
NOTE Confidence: 0.524987876

00:40:00.096 --> 00:40:02.400 and bring access to this group.
NOTE Confidence: 0.524987876

00:40:02.400 --> 00:40:03.342 We can't just.
NOTE Confidence: 0.524987876

00:40:03.342 --> 00:40:05.226 Trying to do little pilot projects
NOTE Confidence: 0.524987876

00:40:05.226 --> 00:40:06.970 and study on the side guys.
NOTE Confidence: 0.524987876

00:40:06.970 --> 00:40:08.410 I mean, if we do that,
NOTE Confidence: 0.524987876

00:40:08.410 --> 00:40:09.515 we're going to continue where
NOTE Confidence: 0.524987876

00:40:09.515 --> 00:40:10.932 we are and our next symposium
NOTE Confidence: 0.524987876

00:40:10.932 --> 00:40:12.247 that we're going to have,
NOTE Confidence: 0.524987876

00:40:12.250 --> 00:40:13.515 we're going to be talking
NOTE Confidence: 0.524987876

00:40:13.515 --> 00:40:14.527 about the same thing.
NOTE Confidence: 0.524987876

00:40:14.530 --> 00:40:15.988 And maybe they'll be a little
NOTE Confidence: 0.524987876

00:40:15.988 --> 00:40:17.290 research study here or there,
NOTE Confidence: 0.524987876

00:40:17.290 --> 00:40:18.810 someone who did something good.
NOTE Confidence: 0.524987876

00:40:18.810 --> 00:40:20.610 But we're not going to change
NOTE Confidence: 0.524987876

00:40:20.610 --> 00:40:22.188 the system unless we actually

NOTE Confidence: 0.524987876

00:40:22.188 --> 00:40:24.096 take it seriously stop and and

NOTE Confidence: 0.524987876

00:40:24.096 --> 00:40:26.250 and make that the first priority.

NOTE Confidence: 0.948768784615385

00:40:26.450 --> 00:40:28.991 Yeah, I think what you're really highlighting

NOTE Confidence: 0.948768784615385

00:40:28.991 --> 00:40:31.278 is this concept of user experience.

NOTE Confidence: 0.948768784615385

00:40:31.280 --> 00:40:33.760 And the reality is and as we alluded to it,

NOTE Confidence: 0.948768784615385

00:40:33.760 --> 00:40:35.160 it's a pretty terrible user

NOTE Confidence: 0.948768784615385

00:40:35.160 --> 00:40:36.295 experience right now, right?

NOTE Confidence: 0.948768784615385

00:40:36.295 --> 00:40:38.360 You got to download the secure app,

NOTE Confidence: 0.948768784615385

00:40:38.360 --> 00:40:40.520 download the zoom, configure your camera,

NOTE Confidence: 0.948768784615385

00:40:40.520 --> 00:40:43.715 can connect to the Wi-Fi like it's 18 steps.

NOTE Confidence: 0.948768784615385

00:40:43.720 --> 00:40:44.905 And we've accommodated

NOTE Confidence: 0.948768784615385

00:40:44.905 --> 00:40:47.275 to it because we had to,

NOTE Confidence: 0.948768784615385

00:40:47.280 --> 00:40:49.320 but it is not a great user experience.

NOTE Confidence: 0.948768784615385

00:40:49.320 --> 00:40:50.718 So part of what we're doing,

NOTE Confidence: 0.948768784615385

00:40:50.720 --> 00:40:53.664 at least in our health system is looking

NOTE Confidence: 0.948768784615385

00:40:53.664 --> 00:40:55.660 for alternative video vendors where we
NOTE Confidence: 0.948768784615385

00:40:55.660 --> 00:40:57.960 can have a much simpler browser based,
NOTE Confidence: 0.948768784615385

00:40:57.960 --> 00:40:59.448 one click solution.
NOTE Confidence: 0.948768784615385

00:40:59.448 --> 00:41:01.996 So that patient, if they have a
NOTE Confidence: 0.948768784615385

00:41:01.996 --> 00:41:03.580 device and they have a connection,
NOTE Confidence: 0.948768784615385

00:41:03.580 --> 00:41:04.484 that's a big if.
NOTE Confidence: 0.948768784615385

00:41:04.484 --> 00:41:05.614 But if they have it,
NOTE Confidence: 0.948768784615385

00:41:05.620 --> 00:41:07.936 it's 1 push and they're connected.
NOTE Confidence: 0.948768784615385

00:41:07.940 --> 00:41:09.380 And so we're, we're gonna work,
NOTE Confidence: 0.948768784615385

00:41:09.380 --> 00:41:10.540 we're working more towards that.
NOTE Confidence: 0.948768784615385

00:41:10.540 --> 00:41:10.765 Susan,
NOTE Confidence: 0.948768784615385

00:41:10.765 --> 00:41:12.115 I know you had your mic
NOTE Confidence: 0.948768784615385

00:41:12.115 --> 00:41:13.260 unmuted there for a minute.
NOTE Confidence: 0.917319308

00:41:13.300 --> 00:41:14.580 Just one real quick thing.
NOTE Confidence: 0.917319308

00:41:14.580 --> 00:41:16.604 So I think it was Julian that was
NOTE Confidence: 0.917319308

00:41:16.604 --> 00:41:18.299 talking about the innovation piece.

NOTE Confidence: 0.93270615875

00:41:20.590 --> 00:41:22.550 So that's the thing we need to do.

NOTE Confidence: 0.93270615875

00:41:22.550 --> 00:41:24.629 We need to find an easy solution.

NOTE Confidence: 0.93270615875

00:41:24.630 --> 00:41:26.590 I mean, almost everybody has a television.

NOTE Confidence: 0.93270615875

00:41:26.590 --> 00:41:28.473 Why can't we do it via some

NOTE Confidence: 0.93270615875

00:41:28.473 --> 00:41:29.750 kind of television access?

NOTE Confidence: 0.933544776666667

00:41:31.030 --> 00:41:32.506 So we need an easy button.

NOTE Confidence: 0.933544776666667

00:41:32.510 --> 00:41:34.586 Susan, you need to unmute though.

NOTE Confidence: 0.933544776666667

00:41:34.590 --> 00:41:38.230 Susan, you're still muted. There you go.

NOTE Confidence: 0.917369580833333

00:41:38.710 --> 00:41:39.818 I guess my question,

NOTE Confidence: 0.917369580833333

00:41:39.818 --> 00:41:41.814 and it's related to what Andrea was

NOTE Confidence: 0.917369580833333

00:41:41.814 --> 00:41:43.718 just talking about and also the issues

NOTE Confidence: 0.917369580833333

00:41:43.718 --> 00:41:45.868 that the Sweden Christian have raised.

NOTE Confidence: 0.917369580833333

00:41:45.870 --> 00:41:48.345 I know that they're national

NOTE Confidence: 0.917369580833333

00:41:48.345 --> 00:41:49.830 patient advocacy groups.

NOTE Confidence: 0.917369580833333

00:41:49.830 --> 00:41:51.635 That are working with technology

NOTE Confidence: 0.917369580833333

00:41:51.635 --> 00:41:53.870 groups about how do we expand
NOTE Confidence: 0.917369580833333

00:41:53.870 --> 00:41:56.000 broadband access and all sorts of
NOTE Confidence: 0.917369580833333

00:41:56.000 --> 00:41:58.406 things that I personally think if
NOTE Confidence: 0.917369580833333

00:41:58.406 --> 00:42:00.950 we're thinking about getting you know,
NOTE Confidence: 0.917369580833333

00:42:00.950 --> 00:42:02.794 dealing with structural racism,
NOTE Confidence: 0.917369580833333

00:42:02.794 --> 00:42:05.099 our academic medical centers is
NOTE Confidence: 0.917369580833333

00:42:05.099 --> 00:42:06.818 anchor institutions and communities
NOTE Confidence: 0.917369580833333

00:42:06.818 --> 00:42:09.583 could also play a role in that.
NOTE Confidence: 0.917369580833333

00:42:09.590 --> 00:42:11.388 What's happening on that front?
NOTE Confidence: 0.95119207826087

00:42:12.280 --> 00:42:14.499 So there there is actually a lot
NOTE Confidence: 0.95119207826087

00:42:14.499 --> 00:42:15.895 of conversation about broadband
NOTE Confidence: 0.95119207826087

00:42:15.895 --> 00:42:17.805 and and equitable distribution of
NOTE Confidence: 0.95119207826087

00:42:17.805 --> 00:42:19.901 broadband and in some communities
NOTE Confidence: 0.95119207826087

00:42:19.901 --> 00:42:22.480 thinking about free free broadband
NOTE Confidence: 0.95119207826087

00:42:22.480 --> 00:42:25.080 really because without the pipe
NOTE Confidence: 0.95119207826087

00:42:25.080 --> 00:42:27.760 the devices is is useless. I think

NOTE Confidence: 0.951435155555556
00:42:27.760 --> 00:42:30.796 the country of Estonia has free
NOTE Confidence: 0.951435155555556
00:42:30.796 --> 00:42:33.280 broadband for everyone. It can be done.
NOTE Confidence: 0.884280143
00:42:34.720 --> 00:42:37.240 So I we're not going to solve it here today.
NOTE Confidence: 0.884280143
00:42:37.240 --> 00:42:38.476 But I agree with you Susan,
NOTE Confidence: 0.884280143
00:42:38.480 --> 00:42:40.394 advocacy is also a really important
NOTE Confidence: 0.884280143
00:42:40.394 --> 00:42:42.230 component of this and there is.
NOTE Confidence: 0.884280143
00:42:42.230 --> 00:42:44.494 You know, right now CMS has a proposed
NOTE Confidence: 0.884280143
00:42:44.494 --> 00:42:46.324 rule that's going to change how
NOTE Confidence: 0.884280143
00:42:46.324 --> 00:42:48.124 these services are paid for after
NOTE Confidence: 0.884280143
00:42:48.187 --> 00:42:50.227 the public health emergency expires.
NOTE Confidence: 0.884280143
00:42:50.230 --> 00:42:52.166 And so I would encourage all of you
NOTE Confidence: 0.884280143
00:42:52.166 --> 00:42:54.510 across the country to make sure that your
NOTE Confidence: 0.884280143
00:42:54.510 --> 00:42:56.509 government affairs team is aware of this.
NOTE Confidence: 0.884280143
00:42:56.510 --> 00:42:58.106 There are telehealth provisions in there.
NOTE Confidence: 0.884280143
00:42:58.110 --> 00:43:01.114 Make sure that your voice is heard and
NOTE Confidence: 0.884280143

00:43:01.114 --> 00:43:03.058 that you emphasize the importance of
NOTE Confidence: 0.884280143

00:43:03.058 --> 00:43:05.510 of equity in access as part of that.
NOTE Confidence: 0.884280143

00:43:05.510 --> 00:43:06.594 Well, it is 459.
NOTE Confidence: 0.884280143

00:43:06.594 --> 00:43:08.537 I promised we would start on time
NOTE Confidence: 0.884280143

00:43:08.537 --> 00:43:10.554 and end on time. I want to thank.
NOTE Confidence: 0.884280143

00:43:10.554 --> 00:43:12.530 All of the panelists for what was
NOTE Confidence: 0.884280143

00:43:12.530 --> 00:43:14.186 really an extraordinary symposium,
NOTE Confidence: 0.884280143

00:43:14.190 --> 00:43:15.630 I'm so delighted we recorded it.
NOTE Confidence: 0.884280143

00:43:15.630 --> 00:43:18.122 It's going to be live on our
NOTE Confidence: 0.884280143

00:43:18.122 --> 00:43:20.229 website probably in a week or so.
NOTE Confidence: 0.884280143

00:43:20.230 --> 00:43:22.552 Thank you all the attendees who
NOTE Confidence: 0.884280143

00:43:22.552 --> 00:43:25.069 bore with us for five hours.
NOTE Confidence: 0.884280143

00:43:25.070 --> 00:43:27.014 That's an unprecedented event.
NOTE Confidence: 0.884280143

00:43:27.014 --> 00:43:27.986 I actually,
NOTE Confidence: 0.884280143

00:43:27.990 --> 00:43:29.635 I think Christian was on the whole
NOTE Confidence: 0.884280143

00:43:29.635 --> 00:43:31.850 time that's it's really takes,

NOTE Confidence: 0.884280143

00:43:31.850 --> 00:43:32.670 takes stamina.

NOTE Confidence: 0.884280143

00:43:32.670 --> 00:43:35.900 To to to do 5 hours on Zoom,

NOTE Confidence: 0.884280143

00:43:35.900 --> 00:43:37.020 but thank you so much.

NOTE Confidence: 0.884280143

00:43:37.020 --> 00:43:39.964 I'm so indebted to all of you and

NOTE Confidence: 0.884280143

00:43:39.964 --> 00:43:43.304 the goal will be to publish some

NOTE Confidence: 0.884280143

00:43:43.304 --> 00:43:45.250 written summary digest recommendations

NOTE Confidence: 0.884280143

00:43:45.250 --> 00:43:48.260 from this work that we did today.

NOTE Confidence: 0.884280143

00:43:48.260 --> 00:43:51.556 So please be on the lookout for e-mail

NOTE Confidence: 0.884280143

00:43:51.556 --> 00:43:53.614 communication from Karen and we'll

NOTE Confidence: 0.884280143

00:43:53.614 --> 00:43:56.393 figure out how to think about drafting

NOTE Confidence: 0.884280143

00:43:56.393 --> 00:43:58.499 various sessions for this work.

NOTE Confidence: 0.884280143

00:43:58.500 --> 00:44:01.328 So thank you all of you and

NOTE Confidence: 0.884280143

00:44:01.328 --> 00:44:03.000 have a wonderful day.