

WEBVTT

NOTE duration:"00:50:09.010000"

NOTE recognizability:0.922

NOTE language:en-us

NOTE Confidence: 0.9070855625

00:00:00.000 --> 00:00:03.920 So we welcomed everyone back from the break,

NOTE Confidence: 0.9070855625

00:00:03.920 --> 00:00:07.529 and this next session will kick off the first

NOTE Confidence: 0.9070855625

00:00:07.529 --> 00:00:11.280 of the of the last three remaining panels.

NOTE Confidence: 0.9070855625

00:00:11.280 --> 00:00:14.280 And this first panel, panel #3,

NOTE Confidence: 0.9070855625

00:00:14.280 --> 00:00:16.878 is really about how to adapt,

NOTE Confidence: 0.9070855625

00:00:16.880 --> 00:00:19.226 teaching and learning to this new

NOTE Confidence: 0.9070855625

00:00:19.226 --> 00:00:21.262 virtual care environment. And we're.

NOTE Confidence: 0.9070855625

00:00:21.262 --> 00:00:23.417 Extremely fortunate to have an

NOTE Confidence: 0.9070855625

00:00:23.417 --> 00:00:25.501 outstanding panel of experts to

NOTE Confidence: 0.9070855625

00:00:25.501 --> 00:00:27.237 talk us through this moderating.

NOTE Confidence: 0.9070855625

00:00:27.237 --> 00:00:29.910 The panel will be Doctor Alissa Hall from the

NOTE Confidence: 0.9070855625

00:00:29.965 --> 00:00:32.254 Mayo Clinic College of Medicine and Science.

NOTE Confidence: 0.9070855625

00:00:32.260 --> 00:00:35.465 I met Doctor Hall through this process.

NOTE Confidence: 0.9070855625

00:00:35.465 --> 00:00:37.415 I had not met her before,
NOTE Confidence: 0.9070855625

00:00:37.420 --> 00:00:39.100 but I was just really impressed
NOTE Confidence: 0.9070855625

00:00:39.100 --> 00:00:41.128 with her approach to thinking about
NOTE Confidence: 0.9070855625

00:00:41.128 --> 00:00:42.820 curriculum design and education.
NOTE Confidence: 0.9070855625

00:00:42.820 --> 00:00:46.388 She's the director of that field and the
NOTE Confidence: 0.9070855625

00:00:46.388 --> 00:00:48.008 Associate Director of Education Science
NOTE Confidence: 0.9070855625

00:00:48.008 --> 00:00:50.500 for the Mayo Clinic College of Medicine.
NOTE Confidence: 0.9070855625

00:00:50.500 --> 00:00:53.230 And she really plays a key role
NOTE Confidence: 0.9070855625

00:00:53.230 --> 00:00:56.049 in the direction of the College
NOTE Confidence: 0.9070855625

00:00:56.049 --> 00:00:58.137 in thinking about development,
NOTE Confidence: 0.9070855625

00:00:58.140 --> 00:01:00.900 implementation and and sustaining a systems
NOTE Confidence: 0.9070855625

00:01:00.900 --> 00:01:03.260 based approach to curriculum design.
NOTE Confidence: 0.9070855625

00:01:03.260 --> 00:01:06.319 So I think she's going to really
NOTE Confidence: 0.9070855625

00:01:06.319 --> 00:01:08.398 help us understand the AA,
NOTE Confidence: 0.9070855625

00:01:08.398 --> 00:01:11.742 MC sort of approach to this concept as
NOTE Confidence: 0.9070855625

00:01:11.742 --> 00:01:15.245 well as the Mayo Clinic approach to how

NOTE Confidence: 0.9070855625

00:01:15.245 --> 00:01:18.758 we think from a framework perspective.

NOTE Confidence: 0.9070855625

00:01:18.760 --> 00:01:20.434 To put these pieces together and

NOTE Confidence: 0.9070855625

00:01:20.434 --> 00:01:22.160 adapt teaching and learning in a

NOTE Confidence: 0.9070855625

00:01:22.160 --> 00:01:23.690 virtual care environment. So, Dr.

NOTE Confidence: 0.9070855625

00:01:23.690 --> 00:01:25.760 Hall, are you on the webinar?

NOTE Confidence: 0.92767435

00:01:27.080 --> 00:01:28.160 I am. Thank you.

NOTE Confidence: 0.928752571428571

00:01:28.320 --> 00:01:29.517 Let me turn it over to you.

NOTE Confidence: 0.9805072

00:01:31.120 --> 00:01:34.696 Fabulous. Thank you and

NOTE Confidence: 0.9805072

00:01:34.696 --> 00:01:36.224 welcome to panel three.

NOTE Confidence: 0.9805072

00:01:36.230 --> 00:01:38.030 As I kick off panel three,

NOTE Confidence: 0.9805072

00:01:38.030 --> 00:01:40.715 I really want to do a shout out for

NOTE Confidence: 0.9805072

00:01:40.715 --> 00:01:42.149 those that were here for panel 2.

NOTE Confidence: 0.9805072

00:01:42.150 --> 00:01:44.466 Again, it really nicely blends in.

NOTE Confidence: 0.9805072

00:01:44.470 --> 00:01:46.084 Doctor Sharp was talking about us

NOTE Confidence: 0.9805072

00:01:46.084 --> 00:01:48.008 being in this together and Doctor Scott

NOTE Confidence: 0.9805072

00:01:48.008 --> 00:01:49.592 started talking a little bit about
NOTE Confidence: 0.9805072

00:01:49.592 --> 00:01:51.308 the value add and feedback loops.
NOTE Confidence: 0.9805072

00:01:51.310 --> 00:01:53.214 And as we start to talk about
NOTE Confidence: 0.9805072

00:01:53.214 --> 00:01:54.747 adapting the teaching and learning
NOTE Confidence: 0.9805072

00:01:54.747 --> 00:01:56.387 in a virtual care environment,
NOTE Confidence: 0.9805072

00:01:56.390 --> 00:01:58.343 I think you're going to see that
NOTE Confidence: 0.9805072

00:01:58.343 --> 00:01:59.793 that nice synergy between our
NOTE Confidence: 0.9805072

00:01:59.793 --> 00:02:01.746 panels as well as the first panel
NOTE Confidence: 0.9805072

00:02:01.746 --> 00:02:03.419 that talked about competency.
NOTE Confidence: 0.9805072

00:02:03.420 --> 00:02:05.556 So the objectives for our session
NOTE Confidence: 0.9805072

00:02:05.556 --> 00:02:08.061 are to review approaches to teaching
NOTE Confidence: 0.9805072

00:02:08.061 --> 00:02:10.097 empathetic communication and skills
NOTE Confidence: 0.9805072

00:02:10.097 --> 00:02:12.133 around telehealth and telemedicine.
NOTE Confidence: 0.9805072

00:02:12.140 --> 00:02:14.292 We also want to give you a little
NOTE Confidence: 0.9805072

00:02:14.292 --> 00:02:16.509 bit of an introduction and dive
NOTE Confidence: 0.9805072

00:02:16.509 --> 00:02:18.483 into a little bit about that

NOTE Confidence: 0.9805072

00:02:18.483 --> 00:02:19.860 professional education and how we

NOTE Confidence: 0.9805072

00:02:19.860 --> 00:02:21.964 collect feedback to continuously

NOTE Confidence: 0.9805072

00:02:21.964 --> 00:02:24.068 improve our learning environments.

NOTE Confidence: 0.9805072

00:02:24.070 --> 00:02:24.874 And finally,

NOTE Confidence: 0.9805072

00:02:24.874 --> 00:02:27.286 we're going to be providing some

NOTE Confidence: 0.9805072

00:02:27.286 --> 00:02:29.186 tangible examples of ways to

NOTE Confidence: 0.9805072

00:02:29.186 --> 00:02:30.906 improve workflow for a telehealth

NOTE Confidence: 0.9805072

00:02:30.906 --> 00:02:33.001 visit and embedding the learner

NOTE Confidence: 0.9805072

00:02:33.001 --> 00:02:34.785 in that particular process.

NOTE Confidence: 0.94830432

00:02:37.630 --> 00:02:40.222 It's my honor and pleasure to

NOTE Confidence: 0.94830432

00:02:40.222 --> 00:02:42.680 introduce our panel members. Thank you,

NOTE Confidence: 0.94830432

00:02:42.680 --> 00:02:44.870 Lee for the very nice introduction.

NOTE Confidence: 0.94830432

00:02:44.870 --> 00:02:47.545 I'm going to also introduce

NOTE Confidence: 0.94830432

00:02:47.545 --> 00:02:49.150 Doctor Aditi Joshi,

NOTE Confidence: 0.94830432

00:02:49.150 --> 00:02:51.854 who is the Medical Director of Jeff Connect.

NOTE Confidence: 0.94830432

00:02:51.860 --> 00:02:54.515 And the Director of Telehealth
NOTE Confidence: 0.94830432

00:02:54.515 --> 00:02:57.170 Fellowship and Assistant professor of
NOTE Confidence: 0.94830432

00:02:57.252 --> 00:02:59.792 the Department of Emergency Medicine
NOTE Confidence: 0.94830432

00:02:59.792 --> 00:03:03.832 at Thomas Jefferson University, Dr.
NOTE Confidence: 0.94830432

00:03:03.832 --> 00:03:06.064 Aditi is has scaled the Ondemand
NOTE Confidence: 0.94830432

00:03:06.064 --> 00:03:08.149 program for utility and outpatient
NOTE Confidence: 0.94830432

00:03:08.149 --> 00:03:10.404 testing and screening during the
NOTE Confidence: 0.94830432

00:03:10.404 --> 00:03:12.363 pandemic to decrease exposure
NOTE Confidence: 0.94830432

00:03:12.363 --> 00:03:14.487 and increase healthcare access.
NOTE Confidence: 0.94830432

00:03:14.490 --> 00:03:15.938 She's an Assistant Professor,
NOTE Confidence: 0.94830432

00:03:15.938 --> 00:03:18.110 as noted and also the Associate
NOTE Confidence: 0.94830432

00:03:18.173 --> 00:03:20.133 Director of the Digital Health
NOTE Confidence: 0.94830432

00:03:20.133 --> 00:03:21.701 Scholarly Inquiry Program at
NOTE Confidence: 0.94830432

00:03:21.701 --> 00:03:24.610 Sydney Kemal Medical College.
NOTE Confidence: 0.94830432

00:03:24.610 --> 00:03:26.250 Also, it's my pleasure to
NOTE Confidence: 0.94830432

00:03:26.250 --> 00:03:27.562 introduce Doctor Christine Esper,

NOTE Confidence: 0.94830432

00:03:27.570 --> 00:03:30.426 who is the Physician Lead of Brain

NOTE Confidence: 0.94830432

00:03:30.426 --> 00:03:31.650 Health Telemedicine Committee,

NOTE Confidence: 0.94830432

00:03:31.650 --> 00:03:34.434 Director of the Motion Capture Laboratory

NOTE Confidence: 0.94830432

00:03:34.434 --> 00:03:37.050 and Assistant Professor of Neurology.

NOTE Confidence: 0.94830432

00:03:37.050 --> 00:03:37.428 Dr.

NOTE Confidence: 0.94830432

00:03:37.428 --> 00:03:39.696 Esper is trained at Partners Harvard

NOTE Confidence: 0.94830432

00:03:39.696 --> 00:03:41.651 Neurology Program at Mass General

NOTE Confidence: 0.94830432

00:03:41.651 --> 00:03:43.925 and at Brigham and Women's Hospital.

NOTE Confidence: 0.94830432

00:03:43.930 --> 00:03:46.130 She's completed one year Clinical

NOTE Confidence: 0.94830432

00:03:46.130 --> 00:03:48.330 Movement Disorders Fellowship at Emory,

NOTE Confidence: 0.94830432

00:03:48.330 --> 00:03:51.030 followed by an additional year of

NOTE Confidence: 0.94830432

00:03:51.030 --> 00:03:52.830 Clinical Deep Brain Stimulation

NOTE Confidence: 0.94830432

00:03:52.901 --> 00:03:55.806 Simulation Fellowship at Emory University.

NOTE Confidence: 0.94830432

00:03:55.810 --> 00:03:57.810 Her leadership roles include

NOTE Confidence: 0.94830432

00:03:57.810 --> 00:03:58.810 neurology clerkship,

NOTE Confidence: 0.94830432

00:03:58.810 --> 00:04:01.432 Education Director as well as clinical
NOTE Confidence: 0.94830432

00:04:01.432 --> 00:04:04.300 director of Deep Brain Simulation Program.
NOTE Confidence: 0.94830432

00:04:04.300 --> 00:04:06.610 She's also an active member of the
NOTE Confidence: 0.94830432

00:04:06.610 --> 00:04:08.049 American Academy of Neurology,
NOTE Confidence: 0.94830432

00:04:08.050 --> 00:04:10.525 Movement Disorder Society and Parkinson's
NOTE Confidence: 0.94830432

00:04:10.525 --> 00:04:12.010 Functional Neurosurgery Group.
NOTE Confidence: 0.901750604375

00:04:14.350 --> 00:04:17.024 I'd also like to introduce Doctor Embar
NOTE Confidence: 0.901750604375

00:04:17.024 --> 00:04:20.226 Chris Rush who is also known as Doctor Kay.
NOTE Confidence: 0.901750604375

00:04:20.230 --> 00:04:23.709 He is a board certified family physician
NOTE Confidence: 0.901750604375

00:04:23.710 --> 00:04:26.110 and Assistant Professor of the Department
NOTE Confidence: 0.901750604375

00:04:26.110 --> 00:04:28.198 of Family and Preventative Medicine
NOTE Confidence: 0.901750604375

00:04:28.198 --> 00:04:30.308 in the Department of Epidemiology.
NOTE Confidence: 0.901750604375

00:04:30.310 --> 00:04:32.062 He's an established and skilled physician
NOTE Confidence: 0.901750604375

00:04:32.062 --> 00:04:33.910 taking care of patients in the clinic,
NOTE Confidence: 0.901750604375

00:04:33.910 --> 00:04:35.182 hospital and community setting.
NOTE Confidence: 0.901750604375

00:04:35.182 --> 00:04:37.090 Doctor Kay takes a whole person

NOTE Confidence: 0.901750604375

00:04:37.147 --> 00:04:38.935 approach for the treatment and helps

NOTE Confidence: 0.901750604375

00:04:38.935 --> 00:04:40.840 his patients develop a personalized.

NOTE Confidence: 0.901750604375

00:04:40.840 --> 00:04:43.240 Care plan including life goals.

NOTE Confidence: 0.901750604375

00:04:43.240 --> 00:04:44.944 He has faculty at Emory University

NOTE Confidence: 0.901750604375

00:04:44.944 --> 00:04:46.720 and he did his residency,

NOTE Confidence: 0.901750604375

00:04:46.720 --> 00:04:50.440 training and PhD program at Emory as well.

NOTE Confidence: 0.901750604375

00:04:50.440 --> 00:04:53.038 And then finally Doctor Julian Jenkins.

NOTE Confidence: 0.901750604375

00:04:53.040 --> 00:04:55.104 Doctor Jenkins is a third year

NOTE Confidence: 0.901750604375

00:04:55.104 --> 00:04:57.074 internal medicine resident at UCSF

NOTE Confidence: 0.901750604375

00:04:57.074 --> 00:05:00.638 and also a Harvard Macy Healthcare

NOTE Confidence: 0.901750604375

00:05:00.640 --> 00:05:02.588 Professions 2.0 faculty member.

NOTE Confidence: 0.901750604375

00:05:02.588 --> 00:05:06.440 He has a background in software development

NOTE Confidence: 0.901750604375

00:05:06.440 --> 00:05:09.930 in and as well as the EH R's and in Med Ed.

NOTE Confidence: 0.901750604375

00:05:09.930 --> 00:05:12.378 He's planning his career in clinical

NOTE Confidence: 0.901750604375

00:05:12.378 --> 00:05:14.010 informatics and primary care.

NOTE Confidence: 0.901750604375

00:05:14.010 --> 00:05:15.030 So with that,
NOTE Confidence: 0.901750604375

00:05:15.030 --> 00:05:17.445 I'm going to welcome everybody to this panel
NOTE Confidence: 0.901750604375

00:05:17.445 --> 00:05:19.848 and I'm going to turn things over to Dr.
NOTE Confidence: 0.901750604375

00:05:19.850 --> 00:05:20.970 K to get us started.
NOTE Confidence: 0.947441742857143

00:05:26.610 --> 00:05:28.152 Hi, everyone. Thank you for the
NOTE Confidence: 0.947441742857143

00:05:28.152 --> 00:05:29.745 introduction, Lisa and Lee.
NOTE Confidence: 0.947441742857143

00:05:29.745 --> 00:05:32.682 I'm delighted to be here in our
NOTE Confidence: 0.947441742857143

00:05:32.682 --> 00:05:34.106 current healthcare environment with
NOTE Confidence: 0.947441742857143

00:05:34.106 --> 00:05:35.530 measures to tackle coronavirus.
NOTE Confidence: 0.947441742857143

00:05:35.530 --> 00:05:37.532 It has made it more difficult for
NOTE Confidence: 0.947441742857143

00:05:37.532 --> 00:05:39.489 physicians to connect with their patients.
NOTE Confidence: 0.947441742857143

00:05:39.490 --> 00:05:40.910 And attending faculty to
NOTE Confidence: 0.947441742857143

00:05:40.910 --> 00:05:42.330 connect with their learners.
NOTE Confidence: 0.947441742857143

00:05:42.330 --> 00:05:44.580 How can we then make more
NOTE Confidence: 0.947441742857143

00:05:44.580 --> 00:05:45.330 meaningful connections?
NOTE Confidence: 0.947441742857143

00:05:45.330 --> 00:05:45.890 Next slide.

NOTE Confidence: 0.8931487333333333

00:05:49.890 --> 00:05:51.366 Just want to make sure Yes, thank you.

NOTE Confidence: 0.8931487333333333

00:05:51.366 --> 00:05:53.154 Our profession rates empathy as one

NOTE Confidence: 0.8931487333333333

00:05:53.154 --> 00:05:55.464 of the most highly desirable trait

NOTE Confidence: 0.8931487333333333

00:05:55.464 --> 00:05:57.529 that medical education should promote.

NOTE Confidence: 0.8931487333333333

00:05:57.530 --> 00:05:59.222 It includes demonstrating compassion,

NOTE Confidence: 0.8931487333333333

00:05:59.222 --> 00:06:02.530 caring and a willingness to put the concerns

NOTE Confidence: 0.8931487333333333

00:06:02.530 --> 00:06:05.008 of patient and society above one's own.

NOTE Confidence: 0.8931487333333333

00:06:05.010 --> 00:06:08.046 Yeah, even before this current pandemic.

NOTE Confidence: 0.8931487333333333

00:06:08.050 --> 00:06:10.339 Studies had shown that there can be

NOTE Confidence: 0.8931487333333333

00:06:10.339 --> 00:06:12.074 a significant decrease in empathy

NOTE Confidence: 0.8931487333333333

00:06:12.074 --> 00:06:13.804 in medical school and residency.

NOTE Confidence: 0.8931487333333333

00:06:13.810 --> 00:06:15.844 For example, an empathy skill that

NOTE Confidence: 0.8931487333333333

00:06:15.844 --> 00:06:17.633 was administered at the beginning

NOTE Confidence: 0.8931487333333333

00:06:17.633 --> 00:06:19.129 of each academic year.

NOTE Confidence: 0.8931487333333333

00:06:19.130 --> 00:06:20.756 Empathy significantly decreased,

NOTE Confidence: 0.8931487333333333

00:06:20.756 --> 00:06:24.008 especially after first and 30 years.
NOTE Confidence: 0.8931487333333333

00:06:24.010 --> 00:06:25.880 Although this process of becoming
NOTE Confidence: 0.8931487333333333

00:06:25.880 --> 00:06:28.103 somewhat immune may aid physicians cope
NOTE Confidence: 0.8931487333333333

00:06:28.103 --> 00:06:30.126 with heavy workload on a daily basis,
NOTE Confidence: 0.8931487333333333

00:06:30.130 --> 00:06:32.153 this runs counted to the patient's need
NOTE Confidence: 0.8931487333333333

00:06:32.153 --> 00:06:34.249 for being an empathetic caregiver.
NOTE Confidence: 0.8931487333333333

00:06:34.250 --> 00:06:36.510 A physician may possess competent
NOTE Confidence: 0.8931487333333333

00:06:36.510 --> 00:06:37.414 diagnostic skills.
NOTE Confidence: 0.8931487333333333

00:06:37.420 --> 00:06:39.766 Yet be considered by patients as
NOTE Confidence: 0.8931487333333333

00:06:39.766 --> 00:06:41.836 ineffective because the physician misses
NOTE Confidence: 0.8931487333333333

00:06:41.836 --> 00:06:44.056 the link between patient satisfaction,
NOTE Confidence: 0.8931487333333333

00:06:44.060 --> 00:06:46.092 adherence to medical instructions
NOTE Confidence: 0.8931487333333333

00:06:46.092 --> 00:06:47.616 and physician empathy.
NOTE Confidence: 0.8931487333333333

00:06:47.620 --> 00:06:48.180 Next slide,
NOTE Confidence: 0.922806482352941

00:06:50.940 --> 00:06:52.809 Lack of empathy is also one of
NOTE Confidence: 0.922806482352941

00:06:52.809 --> 00:06:54.747 the key factors for high rates

NOTE Confidence: 0.922806482352941
00:06:54.747 --> 00:06:56.175 of burnout among physicians.
NOTE Confidence: 0.922806482352941
00:06:56.180 --> 00:06:58.628 Recent studies have shown that physician
NOTE Confidence: 0.922806482352941
00:06:58.628 --> 00:07:00.860 burnout continues to remain high even
NOTE Confidence: 0.922806482352941
00:07:00.860 --> 00:07:03.140 between 35 to 50% depending on the
NOTE Confidence: 0.922806482352941
00:07:03.140 --> 00:07:05.244 type of speciality urology, neurology.
NOTE Confidence: 0.922806482352941
00:07:05.244 --> 00:07:09.276 ER and family medicine have a higher rates.
NOTE Confidence: 0.922806482352941
00:07:09.280 --> 00:07:12.058 What is empathy and more specifically
NOTE Confidence: 0.922806482352941
00:07:12.058 --> 00:07:14.800 what is physician empathy as a trait.
NOTE Confidence: 0.922806482352941
00:07:14.800 --> 00:07:16.425 So the general accepted definition
NOTE Confidence: 0.922806482352941
00:07:16.425 --> 00:07:18.524 is it's an understand is to
NOTE Confidence: 0.922806482352941
00:07:18.524 --> 00:07:20.196 understand the patient's situation,
NOTE Confidence: 0.922806482352941
00:07:20.200 --> 00:07:21.598 perspective and feelings,
NOTE Confidence: 0.922806482352941
00:07:21.598 --> 00:07:24.394 be able to communicate that understanding
NOTE Confidence: 0.922806482352941
00:07:24.400 --> 00:07:26.493 and also then act on that understanding
NOTE Confidence: 0.922806482352941
00:07:26.493 --> 00:07:28.358 with the patient in a helpful way.
NOTE Confidence: 0.922806482352941

00:07:28.360 --> 00:07:30.184 We all know that empathy is
NOTE Confidence: 0.922806482352941

00:07:30.184 --> 00:07:31.400 important to patient care.
NOTE Confidence: 0.922806482352941

00:07:31.400 --> 00:07:33.632 It enhances patients
NOTE Confidence: 0.922806482352941

00:07:33.632 --> 00:07:35.120 participation satisfaction.
NOTE Confidence: 0.922806482352941

00:07:35.120 --> 00:07:36.632 Self efficacy and trust,
NOTE Confidence: 0.922806482352941

00:07:36.632 --> 00:07:38.522 which in turn may facilitate
NOTE Confidence: 0.922806482352941

00:07:38.522 --> 00:07:39.600 better diagnosis,
NOTE Confidence: 0.922806482352941

00:07:39.600 --> 00:07:42.320 shared decision making and compliance.
NOTE Confidence: 0.922806482352941

00:07:42.320 --> 00:07:43.745 It changes patients.
NOTE Confidence: 0.922806482352941

00:07:43.745 --> 00:07:46.120 Responses from my doctor seemed
NOTE Confidence: 0.922806482352941

00:07:46.120 --> 00:07:49.080 rushed to my doctor really cares.
NOTE Confidence: 0.922806482352941

00:07:49.080 --> 00:07:50.718 Empathetic doctors experience
NOTE Confidence: 0.922806482352941

00:07:50.718 --> 00:07:52.356 greater job satisfaction,
NOTE Confidence: 0.922806482352941

00:07:52.360 --> 00:07:53.222 psychological well-being,
NOTE Confidence: 0.922806482352941

00:07:53.222 --> 00:07:55.808 and have lower burnout scores as
NOTE Confidence: 0.922806482352941

00:07:55.808 --> 00:07:58.158 has been shown by many studies.

NOTE Confidence: 0.922806482352941
00:07:58.160 --> 00:07:58.720 Next slide.
NOTE Confidence: 0.952665126666667
00:08:01.060 --> 00:08:03.052 In fact, physician empathy as perceived
NOTE Confidence: 0.952665126666667
00:08:03.052 --> 00:08:05.276 by patients here in the study
NOTE Confidence: 0.952665126666667
00:08:05.276 --> 00:08:07.361 with the Common Core significantly
NOTE Confidence: 0.952665126666667
00:08:07.361 --> 00:08:08.997 predicted subsequent duration and
NOTE Confidence: 0.952665126666667
00:08:08.997 --> 00:08:10.959 severity of illness and is also
NOTE Confidence: 0.952665126666667
00:08:10.959 --> 00:08:12.698 associated with immune system changes.
NOTE Confidence: 0.952665126666667
00:08:12.698 --> 00:08:14.972 The perfect score group in empathy
NOTE Confidence: 0.952665126666667
00:08:14.972 --> 00:08:17.293 levels was associated here with a
NOTE Confidence: 0.952665126666667
00:08:17.293 --> 00:08:19.531 more robust aisle eight response than
NOTE Confidence: 0.952665126666667
00:08:19.600 --> 00:08:21.777 those who gave a non perfect score,
NOTE Confidence: 0.952665126666667
00:08:21.780 --> 00:08:24.660 as you can see on the graph on the right.
NOTE Confidence: 0.952665126666667
00:08:24.660 --> 00:08:26.530 Data presented here suggests that
NOTE Confidence: 0.952665126666667
00:08:26.530 --> 00:08:28.815 a consultation which is rated high
NOTE Confidence: 0.952665126666667
00:08:28.815 --> 00:08:30.550 in empathy a positive emotion.
NOTE Confidence: 0.952665126666667

00:08:30.550 --> 00:08:32.866 Is associated with an enhanced immune
NOTE Confidence: 0.952665126666667

00:08:32.866 --> 00:08:34.990 response and a shorter illness.
NOTE Confidence: 0.952665126666667

00:08:34.990 --> 00:08:36.686 Similar research has changed
NOTE Confidence: 0.952665126666667

00:08:36.686 --> 00:08:40.002 empathy from a soft skill to a
NOTE Confidence: 0.952665126666667

00:08:40.002 --> 00:08:42.069 neurobiologically based competency.
NOTE Confidence: 0.952665126666667

00:08:42.070 --> 00:08:44.130 Thus emphasizing empathy in the
NOTE Confidence: 0.952665126666667

00:08:44.130 --> 00:08:45.778 curriculum and clinical encounters
NOTE Confidence: 0.952665126666667

00:08:45.778 --> 00:08:48.140 Has positive influences that extend
NOTE Confidence: 0.952665126666667

00:08:48.140 --> 00:08:50.024 beyond the medical consultation.
NOTE Confidence: 0.952665126666667

00:08:50.030 --> 00:08:52.090 As physician and learners general
NOTE Confidence: 0.952665126666667

00:08:52.090 --> 00:08:54.550 with telehealth and in person visit
NOTE Confidence: 0.952665126666667

00:08:54.550 --> 00:08:56.930 skills and interventions aimed at
NOTE Confidence: 0.952665126666667

00:08:56.930 --> 00:08:58.358 improving empathetic engagement
NOTE Confidence: 0.952665126666667

00:08:58.358 --> 00:09:00.510 and resilience can help to reduce.
NOTE Confidence: 0.952665126666667

00:09:00.510 --> 00:09:03.030 Burnout improves satisfaction and
NOTE Confidence: 0.952665126666667

00:09:03.030 --> 00:09:05.550 ultimately enhance clinical outcomes.

NOTE Confidence: 0.952665126666667
00:09:05.550 --> 00:09:07.442 My colleague Christine doctor
NOTE Confidence: 0.952665126666667
00:09:07.442 --> 00:09:08.388 Christine Esper,
NOTE Confidence: 0.952665126666667
00:09:08.390 --> 00:09:09.965 will elaborate and discuss some
NOTE Confidence: 0.952665126666667
00:09:09.965 --> 00:09:12.149 tips and helpful tools in this area.
NOTE Confidence: 0.952665126666667
00:09:12.150 --> 00:09:13.070 Over to you, Christine.
NOTE Confidence: 0.94555012631579
00:09:18.190 --> 00:09:19.345 Thank you, Amber.
NOTE Confidence: 0.94555012631579
00:09:19.345 --> 00:09:22.040 So Amber gave us a great overview
NOTE Confidence: 0.94555012631579
00:09:22.119 --> 00:09:24.469 on the importance of empathy
NOTE Confidence: 0.94555012631579
00:09:24.469 --> 00:09:26.349 in medical school training,
NOTE Confidence: 0.94555012631579
00:09:26.350 --> 00:09:27.769 although telemedicine certainly
NOTE Confidence: 0.94555012631579
00:09:27.769 --> 00:09:30.134 has a number of advantages.
NOTE Confidence: 0.94555012631579
00:09:30.140 --> 00:09:32.552 As we envision it here on the left side
NOTE Confidence: 0.94555012631579
00:09:32.552 --> 00:09:34.831 of the slide demonstrating a successful
NOTE Confidence: 0.94555012631579
00:09:34.831 --> 00:09:36.659 interaction between the patient,
NOTE Confidence: 0.94555012631579
00:09:36.660 --> 00:09:40.140 her nurse and the physician remotely. Next
NOTE Confidence: 0.93626499125

00:09:43.300 --> 00:09:44.624 on the right side,
NOTE Confidence: 0.93626499125

00:09:44.624 --> 00:09:47.169 you can see such examples of the
NOTE Confidence: 0.93626499125

00:09:47.169 --> 00:09:49.579 realities that telemedicine may pose,
NOTE Confidence: 0.93626499125

00:09:49.580 --> 00:09:51.228 such as technical difficulties
NOTE Confidence: 0.93626499125

00:09:51.228 --> 00:09:53.700 with the camera not turning on.
NOTE Confidence: 0.93626499125

00:09:53.700 --> 00:09:55.390 Patients may be distracted or
NOTE Confidence: 0.93626499125

00:09:55.390 --> 00:09:57.895 cooking as you can see in the top
NOTE Confidence: 0.93626499125

00:09:57.895 --> 00:09:59.910 left of the side for lighting.
NOTE Confidence: 0.93626499125

00:09:59.910 --> 00:10:01.930 And poor eye contact,
NOTE Confidence: 0.93626499125

00:10:01.930 --> 00:10:04.130 making it even more difficult
NOTE Confidence: 0.93626499125

00:10:04.130 --> 00:10:06.330 to connect to a patient.
NOTE Confidence: 0.93626499125

00:10:06.330 --> 00:10:08.268 New patients can be additionally challenging
NOTE Confidence: 0.93626499125

00:10:08.268 --> 00:10:10.529 as you're meeting them for the first time.
NOTE Confidence: 0.93626499125

00:10:10.530 --> 00:10:12.774 Virtually engaging in a virtual visit
NOTE Confidence: 0.93626499125

00:10:12.774 --> 00:10:15.408 with three or more people on video,
NOTE Confidence: 0.93626499125

00:10:15.410 --> 00:10:17.210 such as with a caregiver,

NOTE Confidence: 0.93626499125

00:10:17.210 --> 00:10:19.770 can seem even more impersonal.

NOTE Confidence: 0.93626499125

00:10:19.770 --> 00:10:21.534 How can you exhibit trust and

NOTE Confidence: 0.93626499125

00:10:21.534 --> 00:10:23.032 empathy towards a patient that

NOTE Confidence: 0.93626499125

00:10:23.032 --> 00:10:24.604 you are meeting for the first

NOTE Confidence: 0.93626499125

00:10:24.604 --> 00:10:26.370 time through a screen Next slide.

NOTE Confidence: 0.949478275833333

00:10:29.400 --> 00:10:32.592 Clinical empathy has been defined as a

NOTE Confidence: 0.949478275833333

00:10:32.592 --> 00:10:35.280 psychological hug in some literature.

NOTE Confidence: 0.949478275833333

00:10:35.280 --> 00:10:36.483 In this article,

NOTE Confidence: 0.949478275833333

00:10:36.483 --> 00:10:39.290 Doctor Halpern defines empathy as a way

NOTE Confidence: 0.949478275833333

00:10:39.365 --> 00:10:42.160 of grasping another's emotional states.

NOTE Confidence: 0.949478275833333

00:10:42.160 --> 00:10:44.848 It argues that empathy enhances patient

NOTE Confidence: 0.949478275833333

00:10:44.848 --> 00:10:46.640 physician communication and trust,

NOTE Confidence: 0.949478275833333

00:10:46.640 --> 00:10:49.268 and therefore treatment effectiveness.

NOTE Confidence: 0.949478275833333

00:10:49.268 --> 00:10:53.124 Doctor Helen Reese, a psychiatrist at MGH,

NOTE Confidence: 0.949478275833333

00:10:53.124 --> 00:10:55.479 conducted A randomized control trial,

NOTE Confidence: 0.949478275833333

00:10:55.480 --> 00:10:58.900 empathy, and created her own acronym.

NOTE Confidence: 0.949478275833333

00:10:58.900 --> 00:11:00.836 E for eye contact,

NOTE Confidence: 0.949478275833333

00:11:00.836 --> 00:11:03.740 M for muscles of facial expression,

NOTE Confidence: 0.949478275833333

00:11:03.740 --> 00:11:07.256 P for posture, A for affect,

NOTE Confidence: 0.949478275833333

00:11:07.260 --> 00:11:09.220 T for tone of voice,

NOTE Confidence: 0.949478275833333

00:11:09.220 --> 00:11:12.220 He for H for hearing the whole patient

NOTE Confidence: 0.949478275833333

00:11:12.220 --> 00:11:15.098 and why Your response next slide,

NOTE Confidence: 0.943961168421053

00:11:18.620 --> 00:11:20.876 lack of empathy can be compounded

NOTE Confidence: 0.943961168421053

00:11:20.876 --> 00:11:23.196 further in a virtual visit simply

NOTE Confidence: 0.943961168421053

00:11:23.196 --> 00:11:25.793 due to the nature of the encounter.

NOTE Confidence: 0.943961168421053

00:11:25.800 --> 00:11:27.380 Remember, this was not taught

NOTE Confidence: 0.943961168421053

00:11:27.380 --> 00:11:28.960 to us in medical school,

NOTE Confidence: 0.943961168421053

00:11:28.960 --> 00:11:31.200 and now many of us have been thrust

NOTE Confidence: 0.943961168421053

00:11:31.200 --> 00:11:33.800 into a new world of telemedicine.

NOTE Confidence: 0.943961168421053

00:11:33.800 --> 00:11:36.130 The pillar of emotional competence

NOTE Confidence: 0.943961168421053

00:11:36.130 --> 00:11:37.994 is selfawareness and reflection.

NOTE Confidence: 0.943961168421053
00:11:38.000 --> 00:11:40.800 As you can see at the bottom of the pyramid,
NOTE Confidence: 0.943961168421053
00:11:40.800 --> 00:11:42.888 we as providers must be aware of our
NOTE Confidence: 0.943961168421053
00:11:42.888 --> 00:11:44.769 body language and be deliberate in
NOTE Confidence: 0.943961168421053
00:11:44.769 --> 00:11:46.394 our communication with the patient.
NOTE Confidence: 0.943961168421053
00:11:46.400 --> 00:11:49.352 It's important to build a positive
NOTE Confidence: 0.943961168421053
00:11:49.352 --> 00:11:51.320 relationship with the patient.
NOTE Confidence: 0.943961168421053
00:11:51.320 --> 00:11:52.000 Next slide.
NOTE Confidence: 0.9603804
00:11:54.560 --> 00:11:57.160 This is a reference entitled
NOTE Confidence: 0.9603804
00:11:57.160 --> 00:11:58.200 Empathetic Intelligence.
NOTE Confidence: 0.9603804
00:11:58.200 --> 00:12:00.110 It embraces the four main
NOTE Confidence: 0.9603804
00:12:00.110 --> 00:12:01.638 pillars of teaching empathy.
NOTE Confidence: 0.9603804
00:12:01.640 --> 00:12:04.358 In the first pillar being present,
NOTE Confidence: 0.9603804
00:12:04.360 --> 00:12:06.305 clear your mind of distractions
NOTE Confidence: 0.9603804
00:12:06.305 --> 00:12:08.720 and listen to the patient's story.
NOTE Confidence: 0.9603804
00:12:08.720 --> 00:12:10.925 Be sure to make eye contact and
NOTE Confidence: 0.9603804

00:12:10.925 --> 00:12:13.558 be aware of the camera's position.
NOTE Confidence: 0.9603804

00:12:13.560 --> 00:12:16.266 Be silent. Allow the patient to
NOTE Confidence: 0.9603804

00:12:16.266 --> 00:12:18.192 speak regarding body language even
NOTE Confidence: 0.9603804

00:12:18.192 --> 00:12:21.159 though you are not in the same room,
NOTE Confidence: 0.9603804

00:12:21.160 --> 00:12:23.140 the patient is watching you.
NOTE Confidence: 0.9603804

00:12:23.140 --> 00:12:25.805 Do not appear distracted or
NOTE Confidence: 0.9603804

00:12:25.805 --> 00:12:27.960 disinterested in some encounters.
NOTE Confidence: 0.9603804

00:12:27.960 --> 00:12:30.660 Charging, charting may be required.
NOTE Confidence: 0.9603804

00:12:30.660 --> 00:12:31.860 Be sure to explain this
NOTE Confidence: 0.9603804

00:12:31.860 --> 00:12:33.060 to the patient in advance.
NOTE Confidence: 0.9603804

00:12:33.060 --> 00:12:35.295 They feel as though they're
NOTE Confidence: 0.9603804

00:12:35.295 --> 00:12:37.083 still active participants in
NOTE Confidence: 0.9603804

00:12:37.083 --> 00:12:39.660 the visit in the second pillar,
NOTE Confidence: 0.9603804

00:12:39.660 --> 00:12:41.340 taking a patient's perspective,
NOTE Confidence: 0.9603804

00:12:41.340 --> 00:12:42.210 Be curious.
NOTE Confidence: 0.9603804

00:12:42.210 --> 00:12:44.820 Reflect on the patient's life experiences,

NOTE Confidence: 0.9603804

00:12:44.820 --> 00:12:47.058 and let them tell their story.

NOTE Confidence: 0.9603804

00:12:47.060 --> 00:12:48.926 A virtual visit is also an

NOTE Confidence: 0.9603804

00:12:48.926 --> 00:12:50.632 opportunity to observe the patient

NOTE Confidence: 0.9603804

00:12:50.632 --> 00:12:52.228 in their own surroundings.

NOTE Confidence: 0.9603804

00:12:52.230 --> 00:12:54.723 Engage more with a patient as you may see

NOTE Confidence: 0.9603804

00:12:54.723 --> 00:12:57.385 a family member or perhaps even a pet.

NOTE Confidence: 0.9603804

00:12:57.390 --> 00:12:58.080 In addition,

NOTE Confidence: 0.9603804

00:12:58.080 --> 00:13:00.150 certain aspects of a patient's home

NOTE Confidence: 0.9603804

00:13:00.150 --> 00:13:02.070 may impact clinical management,

NOTE Confidence: 0.9603804

00:13:02.070 --> 00:13:05.150 such as a cluttered home in a patient

NOTE Confidence: 0.9603804

00:13:05.150 --> 00:13:09.162 that is a fall risk in the third pillar,

NOTE Confidence: 0.9603804

00:13:09.162 --> 00:13:10.268 empathetic listening.

NOTE Confidence: 0.9603804

00:13:10.270 --> 00:13:12.178 Acknowledge the patient's needs,

NOTE Confidence: 0.9603804

00:13:12.178 --> 00:13:15.040 paraphrase your story and follow up

NOTE Confidence: 0.9603804

00:13:15.114 --> 00:13:17.892 with questions to confirm you are

NOTE Confidence: 0.9603804

00:13:17.892 --> 00:13:20.310 indeed addressing their concerns lastly.

NOTE Confidence: 0.9603804

00:13:20.310 --> 00:13:22.740 Summarize the intent of the

NOTE Confidence: 0.9603804

00:13:22.740 --> 00:13:24.550 visits and in the fourth pillar,

NOTE Confidence: 0.9603804

00:13:24.550 --> 00:13:25.750 acknowledging feelings.

NOTE Confidence: 0.9603804

00:13:25.750 --> 00:13:29.350 Not all patient interactions are happy.

NOTE Confidence: 0.9603804

00:13:29.350 --> 00:13:31.910 We all have good days and bad days.

NOTE Confidence: 0.9603804

00:13:31.910 --> 00:13:33.560 How do you handle a patient

NOTE Confidence: 0.9603804

00:13:33.560 --> 00:13:34.954 that is depressed, anxious,

NOTE Confidence: 0.9603804

00:13:34.954 --> 00:13:37.774 or perhaps even crying during

NOTE Confidence: 0.9603804

00:13:37.774 --> 00:13:39.466 a telemedicine visit?

NOTE Confidence: 0.9603804

00:13:39.470 --> 00:13:41.430 Body language and human touch

NOTE Confidence: 0.9603804

00:13:41.430 --> 00:13:43.390 often help in these situations,

NOTE Confidence: 0.9603804

00:13:43.390 --> 00:13:46.423 but it is not available for a virtual visit.

NOTE Confidence: 0.9603804

00:13:46.430 --> 00:13:47.840 Statements such as.

NOTE Confidence: 0.9603804

00:13:47.840 --> 00:13:51.130 Your feelings make sense and it's hard,

NOTE Confidence: 0.9603804

00:13:51.130 --> 00:13:54.063 but we can get through this help

NOTE Confidence: 0.9603804

00:13:54.063 --> 00:13:56.090 validate the patient's feelings.

NOTE Confidence: 0.9603804

00:13:56.090 --> 00:13:56.810 Next slide

NOTE Confidence: 0.9472872875

00:13:59.930 --> 00:14:02.444 here is another resource that Stanford

NOTE Confidence: 0.9472872875

00:14:02.444 --> 00:14:04.120 has provided regarding similar

NOTE Confidence: 0.9472872875

00:14:04.184 --> 00:14:06.248 themes for what we have discussed.

NOTE Confidence: 0.9472872875

00:14:06.250 --> 00:14:09.170 In conclusion, communication and empathy

NOTE Confidence: 0.9472872875

00:14:09.170 --> 00:14:12.680 result in empathetic communication or a

NOTE Confidence: 0.9472872875

00:14:12.680 --> 00:14:15.240 trusting partnership with your patient.

NOTE Confidence: 0.9472872875

00:14:15.240 --> 00:14:18.400 Next you will hear from Julian and Elisa,

NOTE Confidence: 0.9472872875

00:14:18.400 --> 00:14:21.088 who will cover engaging learners in

NOTE Confidence: 0.9472872875

00:14:21.088 --> 00:14:22.800 a telemedicine visit. Thank you.

NOTE Confidence: 0.9417632145

00:14:24.640 --> 00:14:26.635 Forgive me. I am in an unfamiliar

NOTE Confidence: 0.9417632145

00:14:26.635 --> 00:14:28.269 clinical environment and trying to use

NOTE Confidence: 0.9417632145

00:14:28.269 --> 00:14:29.956 the technology that I have on hand.

NOTE Confidence: 0.9417632145

00:14:29.960 --> 00:14:32.320 So we're working with it.

NOTE Confidence: 0.9417632145

00:14:32.320 --> 00:14:34.312 So Christine and Amber, thank you
NOTE Confidence: 0.9417632145

00:14:34.312 --> 00:14:37.080 so much for that part about empathy.
NOTE Confidence: 0.9417632145

00:14:37.080 --> 00:14:39.828 I think I just wanted to express my
NOTE Confidence: 0.9417632145

00:14:39.828 --> 00:14:41.830 gratitude for being here as a trainee.
NOTE Confidence: 0.9417632145

00:14:41.830 --> 00:14:42.994 I know I acknowledge that my
NOTE Confidence: 0.9417632145

00:14:42.994 --> 00:14:44.392 expertise may not be at the level
NOTE Confidence: 0.9417632145

00:14:44.392 --> 00:14:45.750 of some of the other panelists here.
NOTE Confidence: 0.9417632145

00:14:45.750 --> 00:14:48.186 But as I hope to convince you,
NOTE Confidence: 0.9417632145

00:14:48.190 --> 00:14:50.010 it's important to have trainees at the
NOTE Confidence: 0.9417632145

00:14:50.010 --> 00:14:51.691 table when you're discussing things
NOTE Confidence: 0.9417632145

00:14:51.691 --> 00:14:53.596 like education and and particularly
NOTE Confidence: 0.9417632145

00:14:53.596 --> 00:14:56.765 as the end users of the the education
NOTE Confidence: 0.9417632145

00:14:56.765 --> 00:14:58.345 systems that we're building,
NOTE Confidence: 0.9417632145

00:14:58.350 --> 00:15:00.190 I also want to just express that I'm.
NOTE Confidence: 0.9417632145

00:15:00.190 --> 00:15:02.368 I'm eager to answer any questions
NOTE Confidence: 0.9417632145

00:15:02.368 --> 00:15:05.176 that any of the panelists or attendees

NOTE Confidence: 0.9417632145

00:15:05.176 --> 00:15:08.526 may have with regards to the trainee

NOTE Confidence: 0.9417632145

00:15:08.526 --> 00:15:10.650 experience in telemedicine.

NOTE Confidence: 0.9417632145

00:15:10.650 --> 00:15:11.770 Over the next few minutes,

NOTE Confidence: 0.9417632145

00:15:11.770 --> 00:15:15.122 Alisa and I are hopeful to take the

NOTE Confidence: 0.9417632145

00:15:15.122 --> 00:15:17.018 the concept of empathy that Ambar

NOTE Confidence: 0.9417632145

00:15:17.018 --> 00:15:18.554 and Christine have mentioned and

NOTE Confidence: 0.9417632145

00:15:18.554 --> 00:15:20.988 and begin to build it more into a

NOTE Confidence: 0.9417632145

00:15:20.988 --> 00:15:22.820 framework for curriculum development

NOTE Confidence: 0.9417632145

00:15:22.820 --> 00:15:25.757 as well as evaluation for those

NOTE Confidence: 0.9417632145

00:15:25.757 --> 00:15:28.338 curriculum particularly in the virtual

NOTE Confidence: 0.9417632145

00:15:28.338 --> 00:15:29.844 clinical education environment.

NOTE Confidence: 0.9417632145

00:15:29.850 --> 00:15:32.382 Just briefly on on my experience

NOTE Confidence: 0.9417632145

00:15:32.382 --> 00:15:34.750 and my background UCSF transition

NOTE Confidence: 0.9417632145

00:15:34.750 --> 00:15:36.400 to virtual clinics.

NOTE Confidence: 0.9417632145

00:15:36.400 --> 00:15:38.556 Really about a month into the pandemic.

NOTE Confidence: 0.9417632145

00:15:38.560 --> 00:15:40.338 And so we've had an opportunity or

NOTE Confidence: 0.9417632145

00:15:40.338 --> 00:15:42.315 I've had an opportunity to internal

NOTE Confidence: 0.9417632145

00:15:42.315 --> 00:15:44.245 medicine resident to be doing

NOTE Confidence: 0.9417632145

00:15:44.245 --> 00:15:45.950 virtual clinical training for the

NOTE Confidence: 0.9417632145

00:15:45.950 --> 00:15:48.280 past closing in on six months now.

NOTE Confidence: 0.9417632145

00:15:48.280 --> 00:15:50.128 And so I'm hopeful to share some

NOTE Confidence: 0.9417632145

00:15:50.128 --> 00:15:51.952 of my experience and there's more

NOTE Confidence: 0.9417632145

00:15:51.952 --> 00:15:53.572 information available on how UCS

NOTE Confidence: 0.9417632145

00:15:53.572 --> 00:15:55.447 have chose to implement their

NOTE Confidence: 0.9417632145

00:15:55.447 --> 00:15:57.545 curriculum through the a double AM

NOTE Confidence: 0.9417632145

00:15:57.545 --> 00:15:59.725 CI collaborative platform that I can

NOTE Confidence: 0.9417632145

00:15:59.725 --> 00:16:01.755 share with anybody who's interested.

NOTE Confidence: 0.9417632145

00:16:01.760 --> 00:16:03.307 And then what I'm going to dive

NOTE Confidence: 0.9417632145

00:16:03.307 --> 00:16:05.189 into is kind of starting with this

NOTE Confidence: 0.9417632145

00:16:05.189 --> 00:16:06.935 prompt with regards to your learners

NOTE Confidence: 0.9417632145

00:16:06.994 --> 00:16:08.646 are back in virtual clinic and it's

NOTE Confidence: 0.9417632145

00:16:08.646 --> 00:16:11.118 your job to make it better.

NOTE Confidence: 0.9417632145

00:16:11.120 --> 00:16:12.920 What do you do this,

NOTE Confidence: 0.9417632145

00:16:12.920 --> 00:16:14.210 this is a concept that we

NOTE Confidence: 0.9417632145

00:16:14.210 --> 00:16:15.439 introduced as part of the AM,

NOTE Confidence: 0.9417632145

00:16:15.440 --> 00:16:19.292 a telemedicine and medical education

NOTE Confidence: 0.9417632145

00:16:19.292 --> 00:16:21.630 webinar series as as a group that

NOTE Confidence: 0.9417632145

00:16:21.630 --> 00:16:22.990 Elissa and I worked on actually

NOTE Confidence: 0.9417632145

00:16:22.990 --> 00:16:24.600 broadly and nationally with AM,

NOTE Confidence: 0.9417632145

00:16:24.600 --> 00:16:28.496 a telehealth working group hoping to

NOTE Confidence: 0.9417632145

00:16:28.496 --> 00:16:30.766 revise the their telehealth playbook.

NOTE Confidence: 0.9417632145

00:16:30.770 --> 00:16:32.114 To include virtual education

NOTE Confidence: 0.9417632145

00:16:32.114 --> 00:16:34.130 and and educating owners in the

NOTE Confidence: 0.9417632145

00:16:34.186 --> 00:16:35.809 virtual clinical environment.

NOTE Confidence: 0.9417632145

00:16:35.810 --> 00:16:36.970 So please the next slide.

NOTE Confidence: 0.943943513333333

00:16:39.130 --> 00:16:40.618 So I'm going to introduce these

NOTE Confidence: 0.943943513333333

00:16:40.618 --> 00:16:41.880 four quadrants which are framework
NOTE Confidence: 0.9439435133333333

00:16:41.880 --> 00:16:43.399 that we put together as a group
NOTE Confidence: 0.9439435133333333

00:16:43.399 --> 00:16:45.106 as well as in conjunction with a
NOTE Confidence: 0.9439435133333333

00:16:45.106 --> 00:16:46.626 colleague of mine Benjamin Lee who's
NOTE Confidence: 0.9439435133333333

00:16:46.626 --> 00:16:48.093 another resident here at UCSF.
NOTE Confidence: 0.9439435133333333

00:16:48.093 --> 00:16:50.074 And the idea is that these are
NOTE Confidence: 0.9439435133333333

00:16:50.074 --> 00:16:51.648 four quadrants that you can you,
NOTE Confidence: 0.9439435133333333

00:16:51.650 --> 00:16:53.696 you can use to optimize or
NOTE Confidence: 0.9439435133333333

00:16:53.696 --> 00:16:55.060 improve the telemedicine clinical
NOTE Confidence: 0.9439435133333333

00:16:55.120 --> 00:16:56.768 experience for your trainees.
NOTE Confidence: 0.9439435133333333

00:16:56.770 --> 00:16:57.810 My focus and my perspective
NOTE Confidence: 0.9439435133333333

00:16:57.810 --> 00:16:58.850 is again as a trainee,
NOTE Confidence: 0.9439435133333333

00:16:58.850 --> 00:17:01.942 not necessarily as as a faculty member.
NOTE Confidence: 0.9439435133333333

00:17:01.942 --> 00:17:03.246 And the four quadrants,
NOTE Confidence: 0.9439435133333333

00:17:03.250 --> 00:17:04.370 just to be explicit,
NOTE Confidence: 0.9439435133333333

00:17:04.370 --> 00:17:06.330 are optimized logistics, building skills,

NOTE Confidence: 0.943943513333333
00:17:06.330 --> 00:17:08.570 facilitating learning and innovating.
NOTE Confidence: 0.943943513333333
00:17:08.570 --> 00:17:10.850 Next slide please.
NOTE Confidence: 0.943943513333333
00:17:10.850 --> 00:17:13.166 So with regards to optimizing logistics,
NOTE Confidence: 0.943943513333333
00:17:13.170 --> 00:17:15.711 the idea here is to think about
NOTE Confidence: 0.943943513333333
00:17:15.711 --> 00:17:18.420 how you minimize some of those
NOTE Confidence: 0.943943513333333
00:17:18.420 --> 00:17:19.962 logistical or infrastructural
NOTE Confidence: 0.943943513333333
00:17:19.962 --> 00:17:22.583 challenges that may lead to extraneous
NOTE Confidence: 0.943943513333333
00:17:22.583 --> 00:17:24.248 cognitive load that's not going
NOTE Confidence: 0.943943513333333
00:17:24.248 --> 00:17:26.110 to help your learners actually.
NOTE Confidence: 0.943943513333333
00:17:26.110 --> 00:17:28.270 Engage in the learning process or
NOTE Confidence: 0.943943513333333
00:17:28.270 --> 00:17:30.374 develop the skills that they may be
NOTE Confidence: 0.943943513333333
00:17:30.374 --> 00:17:32.248 you may be wanting to develop as
NOTE Confidence: 0.943943513333333
00:17:32.248 --> 00:17:33.916 part of the germane cognitive load
NOTE Confidence: 0.943943513333333
00:17:33.916 --> 00:17:36.148 of the tasks that they're working in.
NOTE Confidence: 0.943943513333333
00:17:36.150 --> 00:17:37.550 And just to give some examples of this,
NOTE Confidence: 0.943943513333333

00:17:37.550 --> 00:17:39.216 this is things like as simple as
NOTE Confidence: 0.9439435133333333

00:17:39.216 --> 00:17:40.709 thinking about setting up the workspace,
NOTE Confidence: 0.9439435133333333

00:17:40.710 --> 00:17:45.225 so the the physical environment at home.
NOTE Confidence: 0.9439435133333333

00:17:45.230 --> 00:17:46.718 And I think to to touch on what
NOTE Confidence: 0.9439435133333333

00:17:46.718 --> 00:17:48.088 Lee may have mentioned earlier
NOTE Confidence: 0.9439435133333333

00:17:48.088 --> 00:17:49.344 with regards to equity,
NOTE Confidence: 0.9439435133333333

00:17:49.350 --> 00:17:51.138 I want to encourage the the
NOTE Confidence: 0.9439435133333333

00:17:51.138 --> 00:17:52.719 attendees here to think about
NOTE Confidence: 0.9439435133333333

00:17:52.719 --> 00:17:54.329 the equity for the learner.
NOTE Confidence: 0.9439435133333333

00:17:54.330 --> 00:17:55.875 And how perhaps the environment
NOTE Confidence: 0.9439435133333333

00:17:55.875 --> 00:17:58.891 at home is not the same and is not
NOTE Confidence: 0.9439435133333333

00:17:58.891 --> 00:18:00.651 terribly conducive to delivering care
NOTE Confidence: 0.9439435133333333

00:18:00.651 --> 00:18:02.818 and is maybe not terribly conducive
NOTE Confidence: 0.9439435133333333

00:18:02.818 --> 00:18:05.528 to engaging in in learning as well.
NOTE Confidence: 0.9439435133333333

00:18:05.530 --> 00:18:07.511 And so thinking about how you can
NOTE Confidence: 0.9439435133333333

00:18:07.511 --> 00:18:09.062 deliver that that environment with

NOTE Confidence: 0.943943513333333

00:18:09.062 --> 00:18:11.316 equity as as the as the administrators

NOTE Confidence: 0.943943513333333

00:18:11.316 --> 00:18:13.470 is also thinking about tool specific

NOTE Confidence: 0.943943513333333

00:18:13.470 --> 00:18:15.570 logistics like learning how to use

NOTE Confidence: 0.943943513333333

00:18:15.570 --> 00:18:17.335 Zoom or other platforms, clinical,

NOTE Confidence: 0.943943513333333

00:18:17.335 --> 00:18:18.790 virtual clinical platforms.

NOTE Confidence: 0.943943513333333

00:18:18.790 --> 00:18:20.245 And then finally,

NOTE Confidence: 0.943943513333333

00:18:20.250 --> 00:18:22.780 thinking about clear expectations for

NOTE Confidence: 0.943943513333333

00:18:22.780 --> 00:18:24.804 preceptor and trainee communication.

NOTE Confidence: 0.943943513333333

00:18:24.810 --> 00:18:26.826 And I know we've already expressed

NOTE Confidence: 0.943943513333333

00:18:26.826 --> 00:18:28.521 different models that may represent

NOTE Confidence: 0.943943513333333

00:18:28.521 --> 00:18:29.925 different ways that trainees

NOTE Confidence: 0.943943513333333

00:18:29.925 --> 00:18:31.329 and preceptors can interact,

NOTE Confidence: 0.943943513333333

00:18:31.330 --> 00:18:32.818 but I think it's important to

NOTE Confidence: 0.943943513333333

00:18:32.818 --> 00:18:33.562 have clear expectations.

NOTE Confidence: 0.943943513333333

00:18:33.570 --> 00:18:35.442 Things like a preclinic huddle we

NOTE Confidence: 0.943943513333333

00:18:35.442 --> 00:18:37.872 found very useful at UCSF to make
NOTE Confidence: 0.9439435133333333

00:18:37.872 --> 00:18:40.422 sure that there's a modality of
NOTE Confidence: 0.9439435133333333

00:18:40.422 --> 00:18:42.719 communication that's set up and
NOTE Confidence: 0.9439435133333333

00:18:42.719 --> 00:18:44.464 framework for understanding how you'll
NOTE Confidence: 0.9439435133333333

00:18:44.464 --> 00:18:46.311 be communicating with your preceptor
NOTE Confidence: 0.9439435133333333

00:18:46.311 --> 00:18:49.890 throughout the clinic visit or clinic shift.
NOTE Confidence: 0.9439435133333333

00:18:49.890 --> 00:18:50.928 The next quadrant,
NOTE Confidence: 0.9439435133333333

00:18:50.928 --> 00:18:52.669 next slide please is Building Skills
NOTE Confidence: 0.9439435133333333

00:18:52.669 --> 00:18:53.368 and this is,
NOTE Confidence: 0.9439435133333333

00:18:53.370 --> 00:18:54.763 I'm not going to belabor this one
NOTE Confidence: 0.9439435133333333

00:18:54.763 --> 00:18:56.079 because we've heard a lot about it
NOTE Confidence: 0.9439435133333333

00:18:56.079 --> 00:18:57.360 already and this is really the idea
NOTE Confidence: 0.9439435133333333

00:18:57.360 --> 00:18:58.485 of building clinical skills and
NOTE Confidence: 0.9439435133333333

00:18:58.490 --> 00:19:01.474 intentionally working into your,
NOTE Confidence: 0.9439435133333333

00:19:01.474 --> 00:19:02.966 your curriculum,
NOTE Confidence: 0.9439435133333333

00:19:02.970 --> 00:19:04.610 learning how to use telemedicine.

NOTE Confidence: 0.943943513333333

00:19:04.610 --> 00:19:06.974 It is not something that's intuitive

NOTE Confidence: 0.943943513333333

00:19:06.974 --> 00:19:08.330 necessarily or perhaps not something

NOTE Confidence: 0.943943513333333

00:19:08.330 --> 00:19:10.242 that we can assume will be learned

NOTE Confidence: 0.943943513333333

00:19:10.242 --> 00:19:12.222 through experience, experience alone.

NOTE Confidence: 0.943943513333333

00:19:12.222 --> 00:19:14.276 The AM, CA, AA, MC,

NOTE Confidence: 0.943943513333333

00:19:14.276 --> 00:19:14.454 Commons,

NOTE Confidence: 0.943943513333333

00:19:14.454 --> 00:19:15.907 these are of course the I think the

NOTE Confidence: 0.943943513333333

00:19:15.907 --> 00:19:17.097 gold standard that we have right now

NOTE Confidence: 0.943943513333333

00:19:17.097 --> 00:19:18.479 and I don't want to believe that.

NOTE Confidence: 0.943943513333333

00:19:18.480 --> 00:19:20.736 And I think ADT also will share more

NOTE Confidence: 0.943943513333333

00:19:20.736 --> 00:19:22.857 about some specific experiences that

NOTE Confidence: 0.943943513333333

00:19:22.857 --> 00:19:24.639 she has had and and implementation

NOTE Confidence: 0.943943513333333

00:19:24.639 --> 00:19:25.233 of this

NOTE Confidence: 0.9377376725

00:19:25.240 --> 00:19:27.280 later in our panel.

NOTE Confidence: 0.9377376725

00:19:27.280 --> 00:19:28.862 And I want to also mention something

NOTE Confidence: 0.9377376725

00:19:28.862 --> 00:19:30.730 kind of to lead into Alyssa which
NOTE Confidence: 0.9377376725

00:19:30.730 --> 00:19:32.434 is thinking about curating and using
NOTE Confidence: 0.9377376725

00:19:32.485 --> 00:19:34.270 programs that have already been set up
NOTE Confidence: 0.9377376725

00:19:34.270 --> 00:19:36.216 for faculty or at other institutions and
NOTE Confidence: 0.9377376725

00:19:36.216 --> 00:19:38.415 the value of collaboration to to help
NOTE Confidence: 0.9377376725

00:19:38.415 --> 00:19:40.315 develop these skill building curriculum.
NOTE Confidence: 0.9377376725

00:19:40.320 --> 00:19:42.729 Next slide please.
NOTE Confidence: 0.9377376725

00:19:42.730 --> 00:19:44.248 The next squadron is facilitating learning
NOTE Confidence: 0.9377376725

00:19:44.248 --> 00:19:46.449 and this may seem similar to building skills,
NOTE Confidence: 0.9377376725

00:19:46.450 --> 00:19:49.798 but I think it is a is a fundamental
NOTE Confidence: 0.9377376725

00:19:49.798 --> 00:19:51.242 difference because what I want
NOTE Confidence: 0.9377376725

00:19:51.242 --> 00:19:52.850 to focus on here is methodology.
NOTE Confidence: 0.9377376725

00:19:52.850 --> 00:19:54.992 So you're thinking about how are you
NOTE Confidence: 0.9377376725

00:19:54.992 --> 00:19:57.010 educating over the virtual clinical
NOTE Confidence: 0.9377376725

00:19:57.010 --> 00:19:59.850 environment and this means thinking about
NOTE Confidence: 0.9377376725

00:19:59.850 --> 00:20:03.288 what about this virtual learning experience,

NOTE Confidence: 0.9377376725

00:20:03.290 --> 00:20:05.792 be it live in a clinical

NOTE Confidence: 0.9377376725

00:20:05.792 --> 00:20:07.460 learning setting or actually.

NOTE Confidence: 0.9377376725

00:20:07.460 --> 00:20:08.402 Their virtual classroom,

NOTE Confidence: 0.9377376725

00:20:08.402 --> 00:20:09.658 what makes it different,

NOTE Confidence: 0.9377376725

00:20:09.660 --> 00:20:11.244 what makes it harder And there's

NOTE Confidence: 0.9377376725

00:20:11.244 --> 00:20:12.989 an abundance of challenges that I

NOTE Confidence: 0.9377376725

00:20:12.989 --> 00:20:14.579 think we've all experienced things

NOTE Confidence: 0.9377376725

00:20:14.579 --> 00:20:15.533 like increasing distractions.

NOTE Confidence: 0.9377376725

00:20:15.540 --> 00:20:16.875 I mentioned inequities,

NOTE Confidence: 0.9377376725

00:20:16.875 --> 00:20:19.100 different visual and physical cues,

NOTE Confidence: 0.9377376725

00:20:19.100 --> 00:20:20.344 not being physically present.

NOTE Confidence: 0.9377376725

00:20:20.344 --> 00:20:22.553 And I think there's a new there's

NOTE Confidence: 0.9377376725

00:20:22.553 --> 00:20:24.534 a need to to help the learners

NOTE Confidence: 0.9377376725

00:20:24.534 --> 00:20:26.333 relearn how to learn and educators

NOTE Confidence: 0.9377376725

00:20:26.333 --> 00:20:28.097 to to revisit how to educate.

NOTE Confidence: 0.9377376725

00:20:28.100 --> 00:20:30.776 And so there's the robust literature
NOTE Confidence: 0.9377376725

00:20:30.780 --> 00:20:33.069 that exists from things like K through
NOTE Confidence: 0.9377376725

00:20:33.069 --> 00:20:35.188 12 education and beyond regards to.
NOTE Confidence: 0.9377376725

00:20:35.190 --> 00:20:36.515 How to actually educate in
NOTE Confidence: 0.9377376725

00:20:36.515 --> 00:20:37.310 a virtual environment.
NOTE Confidence: 0.9377376725

00:20:37.310 --> 00:20:39.680 I think implementing technology with
NOTE Confidence: 0.9377376725

00:20:39.680 --> 00:20:42.539 the with an attention to pedagogy
NOTE Confidence: 0.9377376725

00:20:42.539 --> 00:20:44.975 is very important and helping to
NOTE Confidence: 0.9377376725

00:20:44.975 --> 00:20:47.246 to do this intentionally and and
NOTE Confidence: 0.9377376725

00:20:47.246 --> 00:20:49.066 with competencies but also with
NOTE Confidence: 0.9377376725

00:20:49.070 --> 00:20:50.898 pedagogical frameworks in mind.
NOTE Confidence: 0.9377376725

00:20:50.898 --> 00:20:52.269 Next slide please.
NOTE Confidence: 0.922807947826087

00:20:55.190 --> 00:20:57.234 In the final quadrant here is innovation
NOTE Confidence: 0.922807947826087

00:20:57.234 --> 00:20:59.435 and I think this is intuitive and and
NOTE Confidence: 0.922807947826087

00:20:59.435 --> 00:21:01.600 is in many ways why we're all here.
NOTE Confidence: 0.922807947826087

00:21:01.600 --> 00:21:03.640 Is thinking about how COVID-19,

NOTE Confidence: 0.922807947826087
00:21:03.640 --> 00:21:06.192 the pandemic has thrown us into this what
NOTE Confidence: 0.922807947826087
00:21:06.192 --> 00:21:08.859 I would call emergency remote teaching
NOTE Confidence: 0.922807947826087
00:21:08.859 --> 00:21:11.165 experience And that that idea that we
NOTE Confidence: 0.922807947826087
00:21:11.165 --> 00:21:13.133 need to now iterate and innovate and
NOTE Confidence: 0.922807947826087
00:21:13.133 --> 00:21:15.477 change and and we've a lot of language
NOTE Confidence: 0.922807947826087
00:21:15.542 --> 00:21:17.886 has already been shared but the idea of
NOTE Confidence: 0.922807947826087
00:21:17.886 --> 00:21:19.472 a framework called the Stammer framework,
NOTE Confidence: 0.922807947826087
00:21:19.472 --> 00:21:21.810 which I'm not going to go into thinking
NOTE Confidence: 0.922807947826087
00:21:21.810 --> 00:21:24.360 about using technology to redefine rather
NOTE Confidence: 0.922807947826087
00:21:24.360 --> 00:21:27.567 than just substitute the existing experience.
NOTE Confidence: 0.922807947826087
00:21:27.570 --> 00:21:29.103 And and I want to end this
NOTE Confidence: 0.922807947826087
00:21:29.103 --> 00:21:30.343 innovation section with I think
NOTE Confidence: 0.922807947826087
00:21:30.343 --> 00:21:31.688 reiterating what I've already said,
NOTE Confidence: 0.922807947826087
00:21:31.690 --> 00:21:32.968 which is engaging the end user,
NOTE Confidence: 0.922807947826087
00:21:32.970 --> 00:21:35.196 engaging the learner in how to innovate
NOTE Confidence: 0.922807947826087

00:21:35.196 --> 00:21:37.863 and how to collaboratively iteratively
NOTE Confidence: 0.922807947826087

00:21:37.863 --> 00:21:41.328 redesign the clinical learning environment.
NOTE Confidence: 0.922807947826087

00:21:41.330 --> 00:21:43.330 So next slide please.
NOTE Confidence: 0.922807947826087

00:21:43.330 --> 00:21:45.986 So these are four quadrants that back on,
NOTE Confidence: 0.922807947826087

00:21:45.986 --> 00:21:46.482 thank you,
NOTE Confidence: 0.922807947826087

00:21:46.482 --> 00:21:47.970 4 quadrants that I think you,
NOTE Confidence: 0.922807947826087

00:21:47.970 --> 00:21:50.286 you as or individuals, as educators,
NOTE Confidence: 0.922807947826087

00:21:50.290 --> 00:21:50.950 as administrators,
NOTE Confidence: 0.922807947826087

00:21:50.950 --> 00:21:53.260 as curriculum designers can think about both.
NOTE Confidence: 0.922807947826087

00:21:53.260 --> 00:21:55.480 To design A curriculum around identify
NOTE Confidence: 0.922807947826087

00:21:55.480 --> 00:21:57.735 weaknesses perhaps that exist in your
NOTE Confidence: 0.922807947826087

00:21:57.735 --> 00:21:59.895 current setup and your current configuration,
NOTE Confidence: 0.922807947826087

00:21:59.900 --> 00:22:01.980 as well as to get feedback from learners.
NOTE Confidence: 0.922807947826087

00:22:01.980 --> 00:22:03.556 And I know that part of our section
NOTE Confidence: 0.922807947826087

00:22:03.556 --> 00:22:04.500 is focusing on feedback,
NOTE Confidence: 0.922807947826087

00:22:04.500 --> 00:22:06.108 so I think that this might help as

NOTE Confidence: 0.922807947826087
00:22:06.108 --> 00:22:08.018 a way to imagine needs assessments.
NOTE Confidence: 0.922807947826087
00:22:08.020 --> 00:22:10.180 So you may have a strong foundation
NOTE Confidence: 0.922807947826087
00:22:10.180 --> 00:22:11.780 or backbone of skill building
NOTE Confidence: 0.922807947826087
00:22:11.780 --> 00:22:13.060 and clinical skills training,
NOTE Confidence: 0.922807947826087
00:22:13.060 --> 00:22:14.895 but perhaps the logistics haven't
NOTE Confidence: 0.922807947826087
00:22:14.895 --> 00:22:16.363 really been optimized and.
NOTE Confidence: 0.922807947826087
00:22:16.370 --> 00:22:18.062 You can target your learners and
NOTE Confidence: 0.922807947826087
00:22:18.062 --> 00:22:19.453 get feedback and understand what
NOTE Confidence: 0.922807947826087
00:22:19.453 --> 00:22:20.902 are they missing at home and how
NOTE Confidence: 0.922807947826087
00:22:20.902 --> 00:22:22.702 can we help to augment that home
NOTE Confidence: 0.922807947826087
00:22:22.702 --> 00:22:24.314 clinical virtual learning environment.
NOTE Confidence: 0.922807947826087
00:22:24.314 --> 00:22:25.210 With that,
NOTE Confidence: 0.922807947826087
00:22:25.210 --> 00:22:27.338 I'm going to hand over to Alyssa
NOTE Confidence: 0.922807947826087
00:22:27.338 --> 00:22:29.288 who's going to talk more about
NOTE Confidence: 0.922807947826087
00:22:29.290 --> 00:22:30.640 kind of the collaborative nature
NOTE Confidence: 0.922807947826087

00:22:30.640 --> 00:22:31.450 and social constructivism,
NOTE Confidence: 0.922807947826087

00:22:31.450 --> 00:22:33.515 the learning process as well as some
NOTE Confidence: 0.922807947826087

00:22:33.515 --> 00:22:35.304 specific examples from the Mayo Clinic
NOTE Confidence: 0.922807947826087

00:22:35.304 --> 00:22:37.002 with regards to this four quarters.
NOTE Confidence: 0.909790209090909

00:22:38.250 --> 00:22:40.035 Thank you, Julian, for providing
NOTE Confidence: 0.909790209090909

00:22:40.035 --> 00:22:42.590 us with such a tangible telehealth.
NOTE Confidence: 0.909790209090909

00:22:42.590 --> 00:22:44.228 Training framework that we can all adapt
NOTE Confidence: 0.909790209090909

00:22:44.228 --> 00:22:46.069 to our teaching and learning environments.
NOTE Confidence: 0.909790209090909

00:22:46.070 --> 00:22:47.354 And as Julian shared,
NOTE Confidence: 0.909790209090909

00:22:47.354 --> 00:22:50.150 my name is really to describe one approach
NOTE Confidence: 0.909790209090909

00:22:50.150 --> 00:22:52.943 of how to operationalize the four quadrants.
NOTE Confidence: 0.909790209090909

00:22:52.950 --> 00:22:55.200 So as I'm describing the process
NOTE Confidence: 0.909790209090909

00:22:55.200 --> 00:22:57.908 I really want you to think about,
NOTE Confidence: 0.909790209090909

00:22:57.910 --> 00:23:00.155 we were taking into consideration
NOTE Confidence: 0.909790209090909

00:23:00.155 --> 00:23:02.400 the different quadrants in regards
NOTE Confidence: 0.909790209090909

00:23:02.466 --> 00:23:04.576 to logistics skills and that

NOTE Confidence: 0.909790209090909
00:23:04.576 --> 00:23:06.686 facilitation of learning and really
NOTE Confidence: 0.909790209090909
00:23:06.758 --> 00:23:09.114 trying to be that emphasis on that.
NOTE Confidence: 0.909790209090909
00:23:09.114 --> 00:23:09.896 Social construction,
NOTE Confidence: 0.909790209090909
00:23:09.900 --> 00:23:12.870 that innovation quadrant in our
NOTE Confidence: 0.909790209090909
00:23:12.870 --> 00:23:14.848 organizational approach and as
NOTE Confidence: 0.909790209090909
00:23:14.848 --> 00:23:17.096 I start to share this approach,
NOTE Confidence: 0.909790209090909
00:23:17.096 --> 00:23:19.028 I want to ground it in that
NOTE Confidence: 0.909790209090909
00:23:19.028 --> 00:23:20.658 Mayo Clinic has three Shields.
NOTE Confidence: 0.909790209090909
00:23:20.660 --> 00:23:21.860 We've got the practice shield,
NOTE Confidence: 0.909790209090909
00:23:21.860 --> 00:23:24.908 the education shield and the research
NOTE Confidence: 0.909790209090909
00:23:24.908 --> 00:23:27.376 shield and our Department of Connected Care,
NOTE Confidence: 0.909790209090909
00:23:27.380 --> 00:23:29.620 who you will be hearing about hearing from,
NOTE Confidence: 0.909790209090909
00:23:29.620 --> 00:23:30.186 excuse me,
NOTE Confidence: 0.909790209090909
00:23:30.186 --> 00:23:32.450 in panel 4 is housed in the practice
NOTE Confidence: 0.909790209090909
00:23:32.518 --> 00:23:35.430 shield and they have been actively engaged
NOTE Confidence: 0.909790209090909

00:23:35.430 --> 00:23:37.770 in developing professional education assets.

NOTE Confidence: 0.909790209090909

00:23:37.770 --> 00:23:40.098 For practitioners in the

NOTE Confidence: 0.909790209090909

00:23:40.098 --> 00:23:42.496 topic areas of ethics,

NOTE Confidence: 0.909790209090909

00:23:42.496 --> 00:23:45.726 legal best practices and compliance,

NOTE Confidence: 0.909790209090909

00:23:45.730 --> 00:23:47.570 in the fall of 2019,

NOTE Confidence: 0.909790209090909

00:23:47.570 --> 00:23:49.685 the education team that I am a part of,

NOTE Confidence: 0.909790209090909

00:23:49.690 --> 00:23:51.865 our Office of Applied Scholarship

NOTE Confidence: 0.909790209090909

00:23:51.865 --> 00:23:53.170 and Education Science,

NOTE Confidence: 0.909790209090909

00:23:53.170 --> 00:23:55.534 joined efforts with the Connected Care

NOTE Confidence: 0.909790209090909

00:23:55.534 --> 00:23:58.402 team and our focus was very simple

NOTE Confidence: 0.909790209090909

00:23:58.402 --> 00:24:01.735 at the time and I think also allowed

NOTE Confidence: 0.909790209090909

00:24:01.735 --> 00:24:04.480 us to pivot quickly when we needed

NOTE Confidence: 0.909790209090909

00:24:04.480 --> 00:24:07.409 to for during the onset of COVID-19.

NOTE Confidence: 0.909790209090909

00:24:07.410 --> 00:24:09.482 But what we did is we started with

NOTE Confidence: 0.909790209090909

00:24:09.482 --> 00:24:10.464 implementing the professional

NOTE Confidence: 0.909790209090909

00:24:10.464 --> 00:24:12.108 telehealth education assets that

NOTE Confidence: 0.909790209090909
00:24:12.108 --> 00:24:14.163 were designed for the practitioners
NOTE Confidence: 0.909790209090909
00:24:14.222 --> 00:24:15.986 by our department of connected care
NOTE Confidence: 0.909790209090909
00:24:15.986 --> 00:24:17.844 into curriculum of our four school,
NOTE Confidence: 0.909790209090909
00:24:17.844 --> 00:24:19.529 four of our five schools.
NOTE Confidence: 0.909790209090909
00:24:19.530 --> 00:24:21.364 And so our approach was why not
NOTE Confidence: 0.909790209090909
00:24:21.364 --> 00:24:22.689 right we can do this.
NOTE Confidence: 0.909790209090909
00:24:22.690 --> 00:24:25.490 So to scale our efforts very quickly,
NOTE Confidence: 0.909790209090909
00:24:25.490 --> 00:24:27.890 we first collaborated with stakeholders.
NOTE Confidence: 0.909790209090909
00:24:27.890 --> 00:24:31.832 So our two teams coming together
NOTE Confidence: 0.909790209090909
00:24:31.832 --> 00:24:33.146 coordinated enterprisewide
NOTE Confidence: 0.909790209090909
00:24:33.146 --> 00:24:35.010 interprofessional working group.
NOTE Confidence: 0.909790209090909
00:24:35.010 --> 00:24:37.248 Representative of our School of Medicine,
NOTE Confidence: 0.909790209090909
00:24:37.250 --> 00:24:38.650 our School of Health Sciences,
NOTE Confidence: 0.909790209090909
00:24:38.650 --> 00:24:40.890 our Graduate Medical education programs,
NOTE Confidence: 0.909790209090909
00:24:40.890 --> 00:24:42.762 our continuous professional
NOTE Confidence: 0.909790209090909

00:24:42.762 --> 00:24:44.010 development programs,
NOTE Confidence: 0.909790209090909

00:24:44.010 --> 00:24:46.290 as well as Simulation Humanities,
NOTE Confidence: 0.909790209090909

00:24:46.290 --> 00:24:48.006 our education technology teams,
NOTE Confidence: 0.909790209090909

00:24:48.006 --> 00:24:50.151 media support and multiple departments
NOTE Confidence: 0.909790209090909

00:24:50.151 --> 00:24:51.409 in the practice.
NOTE Confidence: 0.909790209090909

00:24:51.410 --> 00:24:54.173 You can imagine it was quite a a large
NOTE Confidence: 0.909790209090909

00:24:54.173 --> 00:24:56.902 group on the zoo meetings and our
NOTE Confidence: 0.909790209090909

00:24:56.902 --> 00:24:58.464 stakeholders were quite expansive.
NOTE Confidence: 0.909790209090909

00:24:58.464 --> 00:24:58.851 Dr.
NOTE Confidence: 0.909790209090909

00:24:58.851 --> 00:25:01.173 Sigmiller Renner and panel one did
NOTE Confidence: 0.909790209090909

00:25:01.173 --> 00:25:03.256 have an image up, but just to.
NOTE Confidence: 0.909790209090909

00:25:03.256 --> 00:25:04.666 Shout out to our stakeholders.
NOTE Confidence: 0.909790209090909

00:25:04.670 --> 00:25:05.830 We had allied health staff,
NOTE Confidence: 0.909790209090909

00:25:05.830 --> 00:25:09.830 administrators, directors, MD's,
NOTE Confidence: 0.909790209090909

00:25:09.830 --> 00:25:11.390 PHD's, career educators,
NOTE Confidence: 0.909790209090909

00:25:11.390 --> 00:25:12.870 nurses, nurse practitioners,

NOTE Confidence: 0.909790209090909
00:25:12.870 --> 00:25:14.790 physician assistants and many,
NOTE Confidence: 0.909790209090909
00:25:14.790 --> 00:25:17.469 many more individuals.
NOTE Confidence: 0.909790209090909
00:25:17.470 --> 00:25:19.626 We then moved to crowdsourcing and curating.
NOTE Confidence: 0.909790209090909
00:25:19.630 --> 00:25:21.030 So with the various stakeholders
NOTE Confidence: 0.909790209090909
00:25:21.030 --> 00:25:22.150 and subject matter experts,
NOTE Confidence: 0.909790209090909
00:25:22.150 --> 00:25:24.334 we've been able to curate and bet
NOTE Confidence: 0.909790209090909
00:25:24.334 --> 00:25:26.418 internal and external assets in those
NOTE Confidence: 0.909790209090909
00:25:26.418 --> 00:25:28.228 quadrants that Julian talked about.
NOTE Confidence: 0.909790209090909
00:25:28.230 --> 00:25:30.228 We focus first on the Evergreen
NOTE Confidence: 0.909790209090909
00:25:30.228 --> 00:25:31.227 telehealth 101 content,
NOTE Confidence: 0.909790209090909
00:25:31.230 --> 00:25:33.360 which has allowed us to maximize
NOTE Confidence: 0.909790209090909
00:25:33.360 --> 00:25:35.232 our collective bandwidth to really
NOTE Confidence: 0.909790209090909
00:25:35.232 --> 00:25:37.638 focus on filling gaps and then
NOTE Confidence: 0.909790209090909
00:25:37.638 --> 00:25:40.334 also reduce this creation of
NOTE Confidence: 0.909790209090909
00:25:40.334 --> 00:25:42.146 duplicate duplicative content.
NOTE Confidence: 0.909790209090909

00:25:42.150 --> 00:25:43.302 And then finally,
NOTE Confidence: 0.909790209090909
00:25:43.302 --> 00:25:44.070 we constructed.
NOTE Confidence: 0.909790209090909
00:25:44.070 --> 00:25:46.494 So through this collaborative cocreation of
NOTE Confidence: 0.909790209090909
00:25:46.494 --> 00:25:48.990 education assets with our working group,
NOTE Confidence: 0.909790209090909
00:25:48.990 --> 00:25:51.965 we've been able to adapt the teaching
NOTE Confidence: 0.909790209090909
00:25:51.965 --> 00:25:54.270 and learning environment fairly quickly
NOTE Confidence: 0.909790209090909
00:25:54.270 --> 00:25:56.797 in this first phase of our work.
NOTE Confidence: 0.951994233333333
00:25:56.800 --> 00:25:58.996 And given assets have been developed,
NOTE Confidence: 0.951994233333333
00:25:59.000 --> 00:26:01.496 have that have been developed or
NOTE Confidence: 0.951994233333333
00:26:01.496 --> 00:26:03.160 designed for diverse stakeholders,
NOTE Confidence: 0.951994233333333
00:26:03.160 --> 00:26:05.904 we've been able to focus on coaching
NOTE Confidence: 0.951994233333333
00:26:05.904 --> 00:26:08.286 educators and our learners and how
NOTE Confidence: 0.951994233333333
00:26:08.286 --> 00:26:10.925 to take that asset and integrate it
NOTE Confidence: 0.951994233333333
00:26:11.004 --> 00:26:12.982 into a situational context aligned
NOTE Confidence: 0.951994233333333
00:26:12.982 --> 00:26:15.552 for the appropriate levels of
NOTE Confidence: 0.951994233333333
00:26:15.552 --> 00:26:17.477 supervision and entrustment that

NOTE Confidence: 0.9519942333333333

00:26:17.477 --> 00:26:19.955 we heard about from panel two.

NOTE Confidence: 0.9519942333333333

00:26:19.960 --> 00:26:21.132 Through this iterative approach,

NOTE Confidence: 0.9519942333333333

00:26:21.132 --> 00:26:22.890 we are learning together with the

NOTE Confidence: 0.9519942333333333

00:26:22.938 --> 00:26:24.642 educators and learners. So again.

NOTE Confidence: 0.9519942333333333

00:26:24.642 --> 00:26:26.347 That that continuous feedback loop,

NOTE Confidence: 0.9519942333333333

00:26:26.350 --> 00:26:28.702 how are we integrating the learner voice

NOTE Confidence: 0.9519942333333333

00:26:28.702 --> 00:26:31.087 in this particular process as well as

NOTE Confidence: 0.9519942333333333

00:26:31.087 --> 00:26:33.067 our faculty and program director voices

NOTE Confidence: 0.9519942333333333

00:26:33.070 --> 00:26:35.905 and looking ahead with our future phases,

NOTE Confidence: 0.9519942333333333

00:26:35.910 --> 00:26:37.590 we are focusing on three key things.

NOTE Confidence: 0.9519942333333333

00:26:37.590 --> 00:26:40.285 One, continuing to adapt and evolve our

NOTE Confidence: 0.9519942333333333

00:26:40.285 --> 00:26:42.703 repository of resources aligned with the

NOTE Confidence: 0.9519942333333333

00:26:42.703 --> 00:26:45.103 stakeholder voice always at the forefront,

NOTE Confidence: 0.9519942333333333

00:26:45.110 --> 00:26:46.685 looking at remaining focused on

NOTE Confidence: 0.9519942333333333

00:26:46.685 --> 00:26:47.630 the collaborative innovation

NOTE Confidence: 0.9519942333333333

00:26:47.630 --> 00:26:49.070 instead of this duplication.
NOTE Confidence: 0.9519942333333333

00:26:49.070 --> 00:26:51.716 So again, how can we continue
NOTE Confidence: 0.9519942333333333

00:26:51.716 --> 00:26:54.370 to move forward fast together?
NOTE Confidence: 0.9519942333333333

00:26:54.370 --> 00:26:54.976 And finally,
NOTE Confidence: 0.9519942333333333

00:26:54.976 --> 00:26:57.097 capturing the stories of our learners to
NOTE Confidence: 0.9519942333333333

00:26:57.097 --> 00:26:59.168 innovate the faculty development initiative.
NOTE Confidence: 0.9519942333333333

00:26:59.170 --> 00:27:01.180 So that facilitation of learning
NOTE Confidence: 0.9519942333333333

00:27:01.180 --> 00:27:03.800 really working closely with our faculty
NOTE Confidence: 0.9519942333333333

00:27:03.800 --> 00:27:06.138 development pillar and integrating the
NOTE Confidence: 0.9519942333333333

00:27:06.138 --> 00:27:09.330 learner voice in that portion as well.
NOTE Confidence: 0.9519942333333333

00:27:09.330 --> 00:27:09.876 Thank you.
NOTE Confidence: 0.9519942333333333

00:27:09.876 --> 00:27:11.787 And I'm going to now turn things
NOTE Confidence: 0.9519942333333333

00:27:11.787 --> 00:27:12.809 over to Aditi Dr.
NOTE Confidence: 0.9519942333333333

00:27:12.810 --> 00:27:13.290 Josie.
NOTE Confidence: 0.897000977142857

00:27:16.010 --> 00:27:18.348 Hi everyone. Thank you for having me.
NOTE Confidence: 0.897000977142857

00:27:18.350 --> 00:27:19.790 Like for my video back on,

NOTE Confidence: 0.897000977142857
00:27:19.790 --> 00:27:21.430 I know we're running a little bit behind.
NOTE Confidence: 0.897000977142857
00:27:21.430 --> 00:27:22.710 When they asked me to speak on this,
NOTE Confidence: 0.897000977142857
00:27:22.710 --> 00:27:24.120 I told everyone I can speak
NOTE Confidence: 0.897000977142857
00:27:24.120 --> 00:27:25.589 for 5 minutes for one hour.
NOTE Confidence: 0.897000977142857
00:27:25.590 --> 00:27:27.326 We're going to try and do the
NOTE Confidence: 0.897000977142857
00:27:27.326 --> 00:27:28.690 shorter time of that anyway.
NOTE Confidence: 0.897000977142857
00:27:28.690 --> 00:27:30.390 So I'm coming from Thomas
NOTE Confidence: 0.897000977142857
00:27:30.390 --> 00:27:31.070 Jefferson University.
NOTE Confidence: 0.897000977142857
00:27:31.070 --> 00:27:33.883 And so briefly in 2015, Jefferson
NOTE Confidence: 0.897000977142857
00:27:33.883 --> 00:27:36.348 started a very comprehensive program.
NOTE Confidence: 0.897000977142857
00:27:36.350 --> 00:27:38.780 We had provider provider consults
NOTE Confidence: 0.897000977142857
00:27:38.780 --> 00:27:40.724 direct to consumer program.
NOTE Confidence: 0.897000977142857
00:27:40.730 --> 00:27:41.798 And so for that,
NOTE Confidence: 0.897000977142857
00:27:41.798 --> 00:27:44.170 we were doing it in every department.
NOTE Confidence: 0.897000977142857
00:27:44.170 --> 00:27:45.330 And so for that reason,
NOTE Confidence: 0.897000977142857

00:27:45.330 --> 00:27:46.730 we had to create trainings
NOTE Confidence: 0.897000977142857
00:27:46.730 --> 00:27:48.130 for a variety of learners.
NOTE Confidence: 0.897000977142857
00:27:48.130 --> 00:27:49.663 And so we've had some version for
NOTE Confidence: 0.897000977142857
00:27:49.663 --> 00:27:51.423 all of the groups that I'm going
NOTE Confidence: 0.897000977142857
00:27:51.423 --> 00:27:53.001 to go through since about 2016.
NOTE Confidence: 0.897000977142857
00:27:53.010 --> 00:27:54.578 One thing that I did not actually mention
NOTE Confidence: 0.897000977142857
00:27:54.578 --> 00:27:55.904 is our telehealth facilitator course
NOTE Confidence: 0.897000977142857
00:27:55.904 --> 00:27:57.969 that was created by Doctor Shruti Chandra,
NOTE Confidence: 0.897000977142857
00:27:57.970 --> 00:27:59.602 who's also speaking here.
NOTE Confidence: 0.897000977142857
00:27:59.602 --> 00:28:01.210 But what was important to know
NOTE Confidence: 0.897000977142857
00:28:01.210 --> 00:28:02.170 about that particular course,
NOTE Confidence: 0.897000977142857
00:28:02.170 --> 00:28:03.030 as I know she probably
NOTE Confidence: 0.897000977142857
00:28:03.030 --> 00:28:03.890 is going to mention it,
NOTE Confidence: 0.897000977142857
00:28:03.890 --> 00:28:05.864 is that they created a lot
NOTE Confidence: 0.897000977142857
00:28:05.864 --> 00:28:07.970 of modules and videos on the
NOTE Confidence: 0.897000977142857
00:28:07.970 --> 00:28:09.494 background and on telehealth.

NOTE Confidence: 0.897000977142857
00:28:09.494 --> 00:28:11.906 Prior for a very broad based
NOTE Confidence: 0.897000977142857
00:28:11.906 --> 00:28:14.570 group and so we use some of those
NOTE Confidence: 0.897000977142857
00:28:14.570 --> 00:28:17.049 for some of our other groups and
NOTE Confidence: 0.897000977142857
00:28:17.050 --> 00:28:20.466 we go to the next slide please.
NOTE Confidence: 0.897000977142857
00:28:20.470 --> 00:28:22.198 So we're going to go through
NOTE Confidence: 0.897000977142857
00:28:22.198 --> 00:28:23.427 medical education first UME&GME
NOTE Confidence: 0.897000977142857
00:28:23.427 --> 00:28:25.926 and the reason I put this together
NOTE Confidence: 0.897000977142857
00:28:25.926 --> 00:28:28.269 because in our first iteration our
NOTE Confidence: 0.897000977142857
00:28:28.270 --> 00:28:29.710 UME&GME was essentially the same.
NOTE Confidence: 0.897000977142857
00:28:29.710 --> 00:28:32.027 We you started out with a visiting
NOTE Confidence: 0.897000977142857
00:28:32.030 --> 00:28:33.698 resident or resident elective
NOTE Confidence: 0.897000977142857
00:28:33.698 --> 00:28:35.783 and a medical student elective.
NOTE Confidence: 0.897000977142857
00:28:35.790 --> 00:28:37.624 And so for that students or residents
NOTE Confidence: 0.897000977142857
00:28:37.624 --> 00:28:39.886 would come in for a month and they
NOTE Confidence: 0.897000977142857
00:28:39.886 --> 00:28:41.026 would do clinical telehealth,
NOTE Confidence: 0.897000977142857

00:28:41.030 --> 00:28:41.903 have some exposure.
NOTE Confidence: 0.897000977142857

00:28:41.903 --> 00:28:43.940 But the real goal is really try
NOTE Confidence: 0.897000977142857

00:28:44.006 --> 00:28:46.064 to get them to understand the
NOTE Confidence: 0.897000977142857

00:28:46.064 --> 00:28:47.791 administrative aspects of also running
NOTE Confidence: 0.897000977142857

00:28:47.791 --> 00:28:50.005 a program so they would see how the.
NOTE Confidence: 0.897000977142857

00:28:50.005 --> 00:28:52.160 Business ran how we had to think about
NOTE Confidence: 0.897000977142857

00:28:52.160 --> 00:28:54.065 marketing because they're still new,
NOTE Confidence: 0.897000977142857

00:28:54.070 --> 00:28:56.068 this is pre COVID and so we will be
NOTE Confidence: 0.897000977142857

00:28:56.068 --> 00:28:58.466 able to engage them in that aspect as well.
NOTE Confidence: 0.897000977142857

00:28:58.470 --> 00:29:00.158 And then all of them would have to
NOTE Confidence: 0.897000977142857

00:29:00.158 --> 00:29:02.027 do a short research and literature
NOTE Confidence: 0.897000977142857

00:29:02.027 --> 00:29:03.762 review on telehealth and use
NOTE Confidence: 0.897000977142857

00:29:03.762 --> 00:29:05.558 cases for our emergency medicine
NOTE Confidence: 0.897000977142857

00:29:05.558 --> 00:29:07.368 residents since we were emergency
NOTE Confidence: 0.897000977142857

00:29:07.368 --> 00:29:09.338 medicine run essentially in the
NOTE Confidence: 0.897000977142857

00:29:09.338 --> 00:29:10.890 telehealth department to emergency

NOTE Confidence: 0.897000977142857
00:29:10.890 --> 00:29:12.669 medicine doctors are running in it.
NOTE Confidence: 0.897000977142857
00:29:12.670 --> 00:29:14.958 So we had them do some callbacks coming
NOTE Confidence: 0.897000977142857
00:29:14.958 --> 00:29:17.158 out of the emergency department.
NOTE Confidence: 0.897000977142857
00:29:17.160 --> 00:29:19.584 That didn't run as long because
NOTE Confidence: 0.897000977142857
00:29:19.584 --> 00:29:22.083 it turns out that ER doctors
NOTE Confidence: 0.897000977142857
00:29:22.083 --> 00:29:24.004 are pretty good at discharging.
NOTE Confidence: 0.897000977142857
00:29:24.004 --> 00:29:26.272 And so we realized that most patients
NOTE Confidence: 0.897000977142857
00:29:26.272 --> 00:29:28.070 didn't actually want to keep their
NOTE Confidence: 0.897000977142857
00:29:28.070 --> 00:29:29.720 visits because they didn't need them.
NOTE Confidence: 0.897000977142857
00:29:29.720 --> 00:29:32.016 So we actually did a lot of different
NOTE Confidence: 0.897000977142857
00:29:32.016 --> 00:29:33.671 iterations of this and in the
NOTE Confidence: 0.897000977142857
00:29:33.671 --> 00:29:35.521 end we decided to forego most of
NOTE Confidence: 0.897000977142857
00:29:35.521 --> 00:29:37.411 that for specific ones and we now
NOTE Confidence: 0.897000977142857
00:29:37.411 --> 00:29:39.808 continue to have an elective.
NOTE Confidence: 0.897000977142857
00:29:39.810 --> 00:29:41.833 Some of the things that changed during
NOTE Confidence: 0.897000977142857

00:29:41.833 --> 00:29:43.770 the pandemic as just like anywhere,
NOTE Confidence: 0.897000977142857

00:29:43.770 --> 00:29:45.954 we had to increase the amount
NOTE Confidence: 0.897000977142857

00:29:45.954 --> 00:29:47.410 of availability for training.
NOTE Confidence: 0.897000977142857

00:29:47.410 --> 00:29:49.906 So for residents who are working
NOTE Confidence: 0.897000977142857

00:29:49.906 --> 00:29:51.154 alongside the attendings
NOTE Confidence: 0.897000977142857

00:29:51.154 --> 00:29:53.210 who are doing telemedicine,
NOTE Confidence: 0.897000977142857

00:29:53.210 --> 00:29:55.730 we put every module and space,
NOTE Confidence: 0.93325999625

00:29:55.730 --> 00:29:57.737 which I'm going to go through a little bit
NOTE Confidence: 0.93325999625

00:29:57.737 --> 00:29:59.806 more on the faculty training into our portal.
NOTE Confidence: 0.93325999625

00:29:59.806 --> 00:30:02.290 And so they had access to all the same
NOTE Confidence: 0.93325999625

00:30:02.350 --> 00:30:06.154 videos, modules and physical exam checklists,
NOTE Confidence: 0.93325999625

00:30:06.154 --> 00:30:08.330 information on tech troubleshooting,
NOTE Confidence: 0.93325999625

00:30:08.330 --> 00:30:09.806 everything that all the faculty had.
NOTE Confidence: 0.93325999625

00:30:09.810 --> 00:30:12.770 Access to the residents also had access to.
NOTE Confidence: 0.93325999625

00:30:12.770 --> 00:30:13.781 In general, however,
NOTE Confidence: 0.93325999625

00:30:13.781 --> 00:30:16.627 they were being trained by and working in

NOTE Confidence: 0.93325999625
00:30:16.627 --> 00:30:18.767 telehealth alongside their own attendings,
NOTE Confidence: 0.93325999625
00:30:18.770 --> 00:30:21.501 and so they were learning alongside them.
NOTE Confidence: 0.93325999625
00:30:21.501 --> 00:30:23.258 So in that way we only gave
NOTE Confidence: 0.93325999625
00:30:23.258 --> 00:30:24.727 them tools on how to do it.
NOTE Confidence: 0.93325999625
00:30:24.730 --> 00:30:26.190 But of course each practice
NOTE Confidence: 0.93325999625
00:30:26.190 --> 00:30:27.650 understands their own practice best,
NOTE Confidence: 0.93325999625
00:30:27.650 --> 00:30:29.035 and so they could actually
NOTE Confidence: 0.93325999625
00:30:29.035 --> 00:30:30.420 teach their residents that way.
NOTE Confidence: 0.93325999625
00:30:30.420 --> 00:30:32.396 Now for you and me, just like everybody else,
NOTE Confidence: 0.93325999625
00:30:32.396 --> 00:30:33.876 our, our medical students were
NOTE Confidence: 0.93325999625
00:30:33.876 --> 00:30:35.700 pulled away for a few months.
NOTE Confidence: 0.93325999625
00:30:35.700 --> 00:30:36.858 And so when they came back,
NOTE Confidence: 0.93325999625
00:30:36.860 --> 00:30:38.788 they came back to a world where telehealth
NOTE Confidence: 0.93325999625
00:30:38.788 --> 00:30:41.017 was now part of their clinical environment.
NOTE Confidence: 0.93325999625
00:30:41.020 --> 00:30:43.945 And so for that a few of us had to put
NOTE Confidence: 0.93325999625

00:30:43.945 --> 00:30:46.780 together a module for the medical school.
NOTE Confidence: 0.93325999625

00:30:46.780 --> 00:30:48.660 And So what we did was exactly the
NOTE Confidence: 0.93325999625

00:30:48.660 --> 00:30:50.419 same type of modules that we had.
NOTE Confidence: 0.93325999625

00:30:50.420 --> 00:30:50.846 We put,
NOTE Confidence: 0.93325999625

00:30:50.846 --> 00:30:52.871 we did a physical exam one because at that
NOTE Confidence: 0.93325999625

00:30:52.871 --> 00:30:54.733 point both third and fourth years have
NOTE Confidence: 0.93325999625

00:30:54.733 --> 00:30:56.497 a background in the end physical exam,
NOTE Confidence: 0.93325999625

00:30:56.500 --> 00:30:58.522 all of the background of telehealth
NOTE Confidence: 0.93325999625

00:30:58.522 --> 00:31:00.223 and just different types of
NOTE Confidence: 0.93325999625

00:31:00.223 --> 00:31:02.302 introductions on why this is going to
NOTE Confidence: 0.93325999625

00:31:02.302 --> 00:31:04.420 be important for their clinical career.
NOTE Confidence: 0.93325999625

00:31:04.420 --> 00:31:06.460 And so we use that as an introduction.
NOTE Confidence: 0.93325999625

00:31:06.460 --> 00:31:08.980 It was a 2A1 and 1/2 hour module.
NOTE Confidence: 0.93325999625

00:31:08.980 --> 00:31:10.821 And then again they would go into
NOTE Confidence: 0.93325999625

00:31:10.821 --> 00:31:12.355 their various clinical environments and
NOTE Confidence: 0.93325999625

00:31:12.355 --> 00:31:14.100 learn telehealth alongside of that.

NOTE Confidence: 0.93325999625

00:31:14.100 --> 00:31:15.172 And so that continues.

NOTE Confidence: 0.93325999625

00:31:15.172 --> 00:31:16.780 Now today we're going to improve

NOTE Confidence: 0.93325999625

00:31:16.831 --> 00:31:17.659 it and expand it,

NOTE Confidence: 0.93325999625

00:31:17.660 --> 00:31:19.388 especially because we have a little

NOTE Confidence: 0.93325999625

00:31:19.388 --> 00:31:21.538 bit more time to do that for them.

NOTE Confidence: 0.93325999625

00:31:21.540 --> 00:31:22.380 Next slide please.

NOTE Confidence: 0.930050430909091

00:31:25.260 --> 00:31:26.316 The next thing I wanted to

NOTE Confidence: 0.930050430909091

00:31:26.316 --> 00:31:27.500 talk about was our fellowship.

NOTE Confidence: 0.930050430909091

00:31:27.500 --> 00:31:29.919 So the idea we started this in 2016,

NOTE Confidence: 0.930050430909091

00:31:29.919 --> 00:31:32.012 it's a one year or two year

NOTE Confidence: 0.930050430909091

00:31:32.012 --> 00:31:33.859 fellowship and it's S AM approved.

NOTE Confidence: 0.930050430909091

00:31:33.860 --> 00:31:35.820 The idea being that we for the future

NOTE Confidence: 0.930050430909091

00:31:35.820 --> 00:31:37.540 leaders of telehealth departments,

NOTE Confidence: 0.930050430909091

00:31:37.540 --> 00:31:38.180 how do we train them?

NOTE Confidence: 0.930050430909091

00:31:38.180 --> 00:31:39.968 What do they need to know?

NOTE Confidence: 0.930050430909091

00:31:39.970 --> 00:31:42.082 So just like we talked about how we
NOTE Confidence: 0.930050430909091

00:31:42.082 --> 00:31:45.170 have an administrative department,
NOTE Confidence: 0.930050430909091

00:31:45.170 --> 00:31:48.410 we have our fellows do 4 pillars right?
NOTE Confidence: 0.930050430909091

00:31:48.410 --> 00:31:49.019 They work clinically.
NOTE Confidence: 0.930050430909091

00:31:49.019 --> 00:31:50.237 All of them currently work out
NOTE Confidence: 0.930050430909091

00:31:50.237 --> 00:31:51.370 of the Emirates department.
NOTE Confidence: 0.930050430909091

00:31:51.370 --> 00:31:53.372 We are considering having them work out
NOTE Confidence: 0.930050430909091

00:31:53.372 --> 00:31:55.386 of other departments if they can handle
NOTE Confidence: 0.930050430909091

00:31:55.386 --> 00:31:57.042 using them in the clinical environment.
NOTE Confidence: 0.930050430909091

00:31:57.050 --> 00:31:58.604 Everyone has to do a research project,
NOTE Confidence: 0.930050430909091

00:31:58.610 --> 00:31:59.650 but the most important things,
NOTE Confidence: 0.930050430909091

00:31:59.650 --> 00:32:02.176 what they're learning are the administrative
NOTE Confidence: 0.930050430909091

00:32:02.176 --> 00:32:04.249 and the entrepreneurship aspects of it.
NOTE Confidence: 0.930050430909091

00:32:04.250 --> 00:32:06.010 They were long run operations.
NOTE Confidence: 0.930050430909091

00:32:06.010 --> 00:32:07.938 Our fellow last year did all of the
NOTE Confidence: 0.930050430909091

00:32:07.938 --> 00:32:11.366 QA for us, which is a big help for me.

NOTE Confidence: 0.930050430909091
00:32:11.370 --> 00:32:12.090 And most interestingly,
NOTE Confidence: 0.930050430909091
00:32:12.090 --> 00:32:13.230 I thought, you know, we've had,
NOTE Confidence: 0.930050430909091
00:32:13.230 --> 00:32:14.418 like I said, since 2016.
NOTE Confidence: 0.930050430909091
00:32:14.418 --> 00:32:16.422 But last year, my fellow,
NOTE Confidence: 0.930050430909091
00:32:16.422 --> 00:32:18.366 when the pandemic happened,
NOTE Confidence: 0.930050430909091
00:32:18.370 --> 00:32:20.426 he was incredibly helpful to me for all
NOTE Confidence: 0.930050430909091
00:32:20.426 --> 00:32:22.604 the work that I needed to get done to
NOTE Confidence: 0.930050430909091
00:32:22.604 --> 00:32:24.689 expand the way that we used it in COVID.
NOTE Confidence: 0.930050430909091
00:32:24.690 --> 00:32:26.922 And he had had a job lined up
NOTE Confidence: 0.930050430909091
00:32:26.922 --> 00:32:29.370 or like a preliminary interview.
NOTE Confidence: 0.930050430909091
00:32:29.370 --> 00:32:31.099 But as soon as that happened and
NOTE Confidence: 0.930050430909091
00:32:31.099 --> 00:32:32.210 telehealth became much bigger,
NOTE Confidence: 0.930050430909091
00:32:32.210 --> 00:32:34.244 he got three more job offers just like that,
NOTE Confidence: 0.930050430909091
00:32:34.250 --> 00:32:35.888 and he found the job that he actually wanted.
NOTE Confidence: 0.930050430909091
00:32:35.890 --> 00:32:36.874 So that was great.
NOTE Confidence: 0.930050430909091

00:32:36.874 --> 00:32:37.860 Now this, of course,
NOTE Confidence: 0.930050430909091

00:32:37.860 --> 00:32:39.085 we're taking current applications for
NOTE Confidence: 0.930050430909091

00:32:39.085 --> 00:32:40.370 anybody who might be. Interested.
NOTE Confidence: 0.930050430909091

00:32:40.370 --> 00:32:44.250 All right. Now last slide, please.
NOTE Confidence: 0.930050430909091

00:32:44.250 --> 00:32:44.808 All right.
NOTE Confidence: 0.930050430909091

00:32:44.808 --> 00:32:46.482 So the provider thing is obviously
NOTE Confidence: 0.930050430909091

00:32:46.482 --> 00:32:47.944 the biggest part of what we're
NOTE Confidence: 0.930050430909091

00:32:47.944 --> 00:32:49.289 doing for all of our training.
NOTE Confidence: 0.930050430909091

00:32:49.289 --> 00:32:51.242 So I would say this is the
NOTE Confidence: 0.930050430909091

00:32:51.242 --> 00:32:52.547 hardest and easiest, right,
NOTE Confidence: 0.930050430909091

00:32:52.547 --> 00:32:54.283 because I always tell everyone that we are,
NOTE Confidence: 0.930050430909091

00:32:54.290 --> 00:32:55.790 as clinicians who've been
NOTE Confidence: 0.930050430909091

00:32:55.790 --> 00:32:57.290 in practice for years,
NOTE Confidence: 0.930050430909091

00:32:57.290 --> 00:32:58.610 we have our own way of doing things.
NOTE Confidence: 0.930050430909091

00:32:58.610 --> 00:32:59.432 We've been trained.
NOTE Confidence: 0.930050430909091

00:32:59.432 --> 00:33:01.076 We're not really sitting there learning

NOTE Confidence: 0.930050430909091

00:33:01.076 --> 00:33:02.928 a lot of new skills all of a sudden.

NOTE Confidence: 0.930050430909091

00:33:02.930 --> 00:33:04.208 So we're a little bit more

NOTE Confidence: 0.930050430909091

00:33:04.208 --> 00:33:04.847 resistant to change,

NOTE Confidence: 0.930050430909091

00:33:04.850 --> 00:33:06.450 not everybody, but you know,

NOTE Confidence: 0.930050430909091

00:33:06.450 --> 00:33:08.055 a little bit more resistant

NOTE Confidence: 0.930050430909091

00:33:08.055 --> 00:33:09.018 than everybody else.

NOTE Confidence: 0.930050430909091

00:33:09.020 --> 00:33:09.584 But on the,

NOTE Confidence: 0.930050430909091

00:33:09.584 --> 00:33:10.336 on the other hand,

NOTE Confidence: 0.930050430909091

00:33:10.340 --> 00:33:12.272 it's the easiest to train because

NOTE Confidence: 0.930050430909091

00:33:12.272 --> 00:33:14.057 they're we're much more comfortable

NOTE Confidence: 0.930050430909091

00:33:14.057 --> 00:33:15.817 with our clinical practice.

NOTE Confidence: 0.930050430909091

00:33:15.820 --> 00:33:17.950 And so because of that we only

NOTE Confidence: 0.930050430909091

00:33:17.950 --> 00:33:19.300 really need to learn the technology.

NOTE Confidence: 0.930050430909091

00:33:19.300 --> 00:33:21.040 We may need a few tips on what to do

NOTE Confidence: 0.930050430909091

00:33:21.095 --> 00:33:22.656 and then we can actually figure out

NOTE Confidence: 0.930050430909091

00:33:22.656 --> 00:33:24.540 how to the clinical portion easier.
NOTE Confidence: 0.930050430909091

00:33:24.540 --> 00:33:26.496 We don't need to teach them
NOTE Confidence: 0.930050430909091

00:33:26.496 --> 00:33:27.474 the clinical aspects.
NOTE Confidence: 0.930050430909091

00:33:27.480 --> 00:33:29.202 When I first came to Jefferson was
NOTE Confidence: 0.930050430909091

00:33:29.202 --> 00:33:31.135 in 2016 and really at that time
NOTE Confidence: 0.930050430909091

00:33:31.135 --> 00:33:32.839 there wasn't a lot of background,
NOTE Confidence: 0.930050430909091

00:33:32.840 --> 00:33:33.710 there wasn't education,
NOTE Confidence: 0.930050430909091

00:33:33.710 --> 00:33:35.160 there were no training modules.
NOTE Confidence: 0.930050430909091

00:33:35.160 --> 00:33:36.996 So I came in, I did a lot of,
NOTE Confidence: 0.930050430909091

00:33:37.000 --> 00:33:38.760 created a lot of that.
NOTE Confidence: 0.930050430909091

00:33:38.760 --> 00:33:39.480 But for example,
NOTE Confidence: 0.930050430909091

00:33:39.480 --> 00:33:41.160 one of the favorite things I talked
NOTE Confidence: 0.930050430909091

00:33:41.206 --> 00:33:42.958 about was just how we just did things.
NOTE Confidence: 0.930050430909091

00:33:42.960 --> 00:33:44.610 So our clinical path is you
NOTE Confidence: 0.930050430909091

00:33:44.610 --> 00:33:45.710 made 52 of them
NOTE Confidence: 0.935221844166667

00:33:45.774 --> 00:33:47.702 based on. Common acute care complaints

NOTE Confidence: 0.935221844166667
00:33:47.702 --> 00:33:50.190 and they use a modified Delphi method.
NOTE Confidence: 0.935221844166667
00:33:50.190 --> 00:33:51.552 Each faculty member would take it
NOTE Confidence: 0.935221844166667
00:33:51.552 --> 00:33:53.374 and they would round it out with five
NOTE Confidence: 0.935221844166667
00:33:53.374 --> 00:33:54.682 people and they came with consensus
NOTE Confidence: 0.935221844166667
00:33:54.731 --> 00:33:55.947 with 52 different complaints.
NOTE Confidence: 0.935221844166667
00:33:55.950 --> 00:33:57.480 It would go through just
NOTE Confidence: 0.935221844166667
00:33:57.480 --> 00:33:58.574 what what the complaint was,
NOTE Confidence: 0.935221844166667
00:33:58.574 --> 00:33:59.998 what you look for red flag triggers
NOTE Confidence: 0.935221844166667
00:33:59.998 --> 00:34:01.670 and how you can apply it to telehealth.
NOTE Confidence: 0.935221844166667
00:34:01.670 --> 00:34:03.308 And we still use those today.
NOTE Confidence: 0.935221844166667
00:34:03.310 --> 00:34:05.613 We made you know epic charts and
NOTE Confidence: 0.935221844166667
00:34:05.613 --> 00:34:07.590 as we continue to expand it,
NOTE Confidence: 0.935221844166667
00:34:07.590 --> 00:34:09.543 what I actually we create a lot more things,
NOTE Confidence: 0.935221844166667
00:34:09.550 --> 00:34:09.982 right.
NOTE Confidence: 0.935221844166667
00:34:09.982 --> 00:34:12.574 So I made various checklists for
NOTE Confidence: 0.935221844166667

00:34:12.574 --> 00:34:15.071 on demand training for Tele triage
NOTE Confidence: 0.935221844166667

00:34:15.071 --> 00:34:17.309 when we started that in 2017.
NOTE Confidence: 0.935221844166667

00:34:17.310 --> 00:34:18.950 We made physical exam modules.
NOTE Confidence: 0.935221844166667

00:34:18.950 --> 00:34:20.738 We actually made those three years
NOTE Confidence: 0.935221844166667

00:34:20.738 --> 00:34:23.363 ago and it was basically how do you
NOTE Confidence: 0.935221844166667

00:34:23.363 --> 00:34:25.068 do physical exam for telehealth
NOTE Confidence: 0.935221844166667

00:34:25.068 --> 00:34:26.390 and it's 7 modules.
NOTE Confidence: 0.935221844166667

00:34:26.390 --> 00:34:26.999 We did it,
NOTE Confidence: 0.935221844166667

00:34:26.999 --> 00:34:28.420 made it for CME and it became
NOTE Confidence: 0.935221844166667

00:34:28.480 --> 00:34:30.004 much more popular this year as
NOTE Confidence: 0.935221844166667

00:34:30.004 --> 00:34:31.590 opposed to the last few years,
NOTE Confidence: 0.935221844166667

00:34:31.590 --> 00:34:34.030 even though we've had it for a couple
NOTE Confidence: 0.935221844166667

00:34:34.030 --> 00:34:36.110 when the again pandemic happened,
NOTE Confidence: 0.935221844166667

00:34:36.110 --> 00:34:37.993 it wasn't just a few first movers
NOTE Confidence: 0.935221844166667

00:34:37.993 --> 00:34:40.240 that we had around the institution.
NOTE Confidence: 0.935221844166667

00:34:40.240 --> 00:34:41.880 Despite the fact that Jefferson

NOTE Confidence: 0.935221844166667
00:34:41.880 --> 00:34:43.192 had a wide-ranging program,
NOTE Confidence: 0.935221844166667
00:34:43.200 --> 00:34:44.592 it doesn't mean that every department
NOTE Confidence: 0.935221844166667
00:34:44.592 --> 00:34:46.679 had a ton of people doing telehealth.
NOTE Confidence: 0.935221844166667
00:34:46.680 --> 00:34:47.856 Now, of course,
NOTE Confidence: 0.935221844166667
00:34:47.856 --> 00:34:48.640 during March,
NOTE Confidence: 0.935221844166667
00:34:48.640 --> 00:34:50.677 when we had to create and expand
NOTE Confidence: 0.935221844166667
00:34:50.677 --> 00:34:52.400 how much telehealth we were doing,
NOTE Confidence: 0.935221844166667
00:34:52.400 --> 00:34:54.728 we had to put a lot of things
NOTE Confidence: 0.935221844166667
00:34:54.728 --> 00:34:56.279 quickly into that section.
NOTE Confidence: 0.935221844166667
00:34:56.280 --> 00:34:58.032 The portal that I created that
NOTE Confidence: 0.935221844166667
00:34:58.032 --> 00:34:59.831 we were talking about and created
NOTE Confidence: 0.935221844166667
00:34:59.831 --> 00:35:01.840 for all of that training was again
NOTE Confidence: 0.935221844166667
00:35:01.840 --> 00:35:03.358 available to all of the faculty.
NOTE Confidence: 0.935221844166667
00:35:03.360 --> 00:35:05.208 So we put almost anything and everything
NOTE Confidence: 0.935221844166667
00:35:05.208 --> 00:35:06.919 that we had created in there.
NOTE Confidence: 0.935221844166667

00:35:06.920 --> 00:35:08.600 I can't stress enough how much it was,
NOTE Confidence: 0.935221844166667

00:35:08.600 --> 00:35:10.632 how easy it was to do this and
NOTE Confidence: 0.935221844166667

00:35:10.632 --> 00:35:12.001 train people because everything
NOTE Confidence: 0.935221844166667

00:35:12.001 --> 00:35:13.740 was done for our acute care,
NOTE Confidence: 0.935221844166667

00:35:13.740 --> 00:35:15.150 which is our first line for
NOTE Confidence: 0.935221844166667

00:35:15.206 --> 00:35:16.758 COVID screening and evaluation.
NOTE Confidence: 0.935221844166667

00:35:16.760 --> 00:35:18.748 We made a bunch of other videos.
NOTE Confidence: 0.935221844166667

00:35:18.750 --> 00:35:19.422 And again,
NOTE Confidence: 0.935221844166667

00:35:19.422 --> 00:35:20.766 checklists and availability for
NOTE Confidence: 0.935221844166667

00:35:20.766 --> 00:35:22.974 everyone to get it anytime everything
NOTE Confidence: 0.935221844166667

00:35:22.974 --> 00:35:24.590 on their COVID resources,
NOTE Confidence: 0.935221844166667

00:35:24.590 --> 00:35:26.528 our COVID checklist so that everybody
NOTE Confidence: 0.935221844166667

00:35:26.528 --> 00:35:28.830 could find it all the time and then
NOTE Confidence: 0.935221844166667

00:35:28.830 --> 00:35:30.747 we would just do QA after the fact.
NOTE Confidence: 0.935221844166667

00:35:30.747 --> 00:35:32.420 But I'll tell you it saved me
NOTE Confidence: 0.935221844166667

00:35:32.474 --> 00:35:34.406 a lot of time just having those

NOTE Confidence: 0.935221844166667
00:35:34.406 --> 00:35:35.949 videos available and for people to
NOTE Confidence: 0.935221844166667
00:35:35.949 --> 00:35:38.069 adding to do it and post Pandemic,
NOTE Confidence: 0.935221844166667
00:35:38.069 --> 00:35:41.480 we've actually created a whole lot of other.
NOTE Confidence: 0.935221844166667
00:35:41.480 --> 00:35:42.068 Well, one collaboration,
NOTE Confidence: 0.935221844166667
00:35:42.068 --> 00:35:42.264 right,
NOTE Confidence: 0.935221844166667
00:35:42.264 --> 00:35:43.907 because now we have a lot of other
NOTE Confidence: 0.935221844166667
00:35:43.907 --> 00:35:44.755 departments working with us,
NOTE Confidence: 0.935221844166667
00:35:44.760 --> 00:35:46.125 figuring out how are we going to
NOTE Confidence: 0.935221844166667
00:35:46.125 --> 00:35:47.200 improve our physical exam videos,
NOTE Confidence: 0.935221844166667
00:35:47.200 --> 00:35:48.856 how are we going to improve our training
NOTE Confidence: 0.935221844166667
00:35:48.856 --> 00:35:50.510 videos now that we have an entire bigger
NOTE Confidence: 0.935221844166667
00:35:50.510 --> 00:35:51.959 group of people who are doing this.
NOTE Confidence: 0.935221844166667
00:35:51.960 --> 00:35:53.880 And we started to expand those.
NOTE Confidence: 0.935221844166667
00:35:53.880 --> 00:35:56.477 And we're hoping that in the next
NOTE Confidence: 0.935221844166667
00:35:56.480 --> 00:35:57.776 few months we're going to have
NOTE Confidence: 0.935221844166667

00:35:57.776 --> 00:35:58.937 some of those videos created.
NOTE Confidence: 0.935221844166667

00:35:58.937 --> 00:35:59.234 Also,
NOTE Confidence: 0.935221844166667

00:35:59.234 --> 00:36:01.016 Doctor Chandra and I also created
NOTE Confidence: 0.935221844166667

00:36:01.016 --> 00:36:02.798 an advanced connective care course,
NOTE Confidence: 0.935221844166667

00:36:02.800 --> 00:36:04.771 which is going to be an update for all
NOTE Confidence: 0.935221844166667

00:36:04.771 --> 00:36:06.725 of those things to include a lot more
NOTE Confidence: 0.935221844166667

00:36:06.725 --> 00:36:08.839 of what we learned about telehealth.
NOTE Confidence: 0.9450839224

00:36:08.840 --> 00:36:10.268 Now most of this, what I'm talking
NOTE Confidence: 0.9450839224

00:36:10.268 --> 00:36:11.734 about is not the actual practical
NOTE Confidence: 0.9450839224

00:36:11.734 --> 00:36:13.348 aspects because that's going to be
NOTE Confidence: 0.9450839224

00:36:13.348 --> 00:36:14.836 spoken about in a different panel,
NOTE Confidence: 0.9450839224

00:36:14.840 --> 00:36:16.973 but this is more to talk about how when
NOTE Confidence: 0.9450839224

00:36:16.973 --> 00:36:18.759 you're doing and creating a program,
NOTE Confidence: 0.9450839224

00:36:18.760 --> 00:36:20.454 the reality is you're just going to
NOTE Confidence: 0.9450839224

00:36:20.454 --> 00:36:21.938 tailor it to each different learner.
NOTE Confidence: 0.9450839224

00:36:21.938 --> 00:36:23.681 It wasn't like we made a whole

NOTE Confidence: 0.9450839224

00:36:23.681 --> 00:36:24.918 lot of different things.

NOTE Confidence: 0.9450839224

00:36:24.920 --> 00:36:26.369 We just used it and it determined

NOTE Confidence: 0.9450839224

00:36:26.369 --> 00:36:27.800 okay at this level of learner,

NOTE Confidence: 0.9450839224

00:36:27.800 --> 00:36:29.568 this is what you need at this is

NOTE Confidence: 0.9450839224

00:36:29.568 --> 00:36:31.431 what level this is what you need and

NOTE Confidence: 0.9450839224

00:36:31.431 --> 00:36:34.140 figured it out how we were going to.

NOTE Confidence: 0.9450839224

00:36:34.140 --> 00:36:36.192 Just put it and put it out there for

NOTE Confidence: 0.9450839224

00:36:36.192 --> 00:36:37.925 each different group and then figure

NOTE Confidence: 0.9450839224

00:36:37.925 --> 00:36:40.378 out how we are going to evaluate them.

NOTE Confidence: 0.9450839224

00:36:40.380 --> 00:36:42.356 Our next group for for example for our

NOTE Confidence: 0.9450839224

00:36:42.356 --> 00:36:44.835 GME is to use a SIM checklist that a

NOTE Confidence: 0.9450839224

00:36:44.835 --> 00:36:46.621 few multicenters are going to validate

NOTE Confidence: 0.9450839224

00:36:46.621 --> 00:36:49.044 and hopefully use in education in the future.

NOTE Confidence: 0.9450839224

00:36:49.044 --> 00:36:50.260 So thank you all.

NOTE Confidence: 0.9450839224

00:36:50.260 --> 00:36:52.857 I am looking forward to any questions

NOTE Confidence: 0.9450839224

00:36:52.860 --> 00:36:54.015 and I think I kept in time.
NOTE Confidence: 0.9450839224

00:36:54.020 --> 00:36:54.540 Thank you.
NOTE Confidence: 0.950317

00:36:57.300 --> 00:36:59.730 You did fabulous Doctor Joshi.
NOTE Confidence: 0.950317

00:36:59.730 --> 00:37:01.980 I'm going to invite the panel
NOTE Confidence: 0.950317

00:37:01.980 --> 00:37:04.254 members to please turn on their
NOTE Confidence: 0.950317

00:37:04.254 --> 00:37:06.145 video and also their audio.
NOTE Confidence: 0.950317

00:37:06.145 --> 00:37:09.115 And as we invite the participants
NOTE Confidence: 0.950317

00:37:09.115 --> 00:37:11.571 and the panelists to please
NOTE Confidence: 0.950317

00:37:11.571 --> 00:37:14.048 post some questions in the Q&A,
NOTE Confidence: 0.950317

00:37:14.048 --> 00:37:16.272 I'm going to just do a quick round
NOTE Confidence: 0.950317

00:37:16.272 --> 00:37:18.528 Robin with each of our panel members.
NOTE Confidence: 0.950317

00:37:18.530 --> 00:37:21.764 I'm asking Doctor K and Doctor Esper
NOTE Confidence: 0.950317

00:37:21.770 --> 00:37:24.436 a little bit about empathy. Dr.
NOTE Confidence: 0.950317

00:37:24.436 --> 00:37:26.298 Jenkins, I'm going to have a question
NOTE Confidence: 0.950317

00:37:26.298 --> 00:37:27.890 on workflow for you and then Dr.
NOTE Confidence: 0.950317

00:37:27.890 --> 00:37:29.300 Joshi, I'm just going to.

NOTE Confidence: 0.950317
00:37:29.300 --> 00:37:31.385 Loop back around with the
NOTE Confidence: 0.950317
00:37:31.385 --> 00:37:32.219 learning environment.
NOTE Confidence: 0.950317
00:37:32.220 --> 00:37:33.063 So Doctor Esper,
NOTE Confidence: 0.950317
00:37:33.063 --> 00:37:34.468 some of the specialties often
NOTE Confidence: 0.950317
00:37:34.468 --> 00:37:36.246 include a family member or caregiver
NOTE Confidence: 0.950317
00:37:36.246 --> 00:37:38.068 as part of their clinical visit.
NOTE Confidence: 0.950317
00:37:38.068 --> 00:37:40.570 How do you incorporate empathy with
NOTE Confidence: 0.950317
00:37:40.570 --> 00:37:43.660 multiple people in a telemedicine visit,
NOTE Confidence: 0.950317
00:37:43.660 --> 00:37:45.739 including the learner?
NOTE Confidence: 0.950317
00:37:45.740 --> 00:37:45.980 That's
NOTE Confidence: 0.9452853
00:37:46.100 --> 00:37:47.819 a great question.
NOTE Confidence: 0.9452853
00:37:47.819 --> 00:37:50.880 In my specialty, the majority of my
NOTE Confidence: 0.9452853
00:37:50.880 --> 00:37:52.220 patient population is geriatric,
NOTE Confidence: 0.9452853
00:37:52.220 --> 00:37:55.716 so I actually run into this quite frequently.
NOTE Confidence: 0.9452853
00:37:55.720 --> 00:37:57.827 And I find that it's important to
NOTE Confidence: 0.9452853

00:37:57.827 --> 00:37:59.436 maintain eye contact and engage
NOTE Confidence: 0.9452853

00:37:59.436 --> 00:38:01.919 all parties, so family member,
NOTE Confidence: 0.9452853

00:38:01.920 --> 00:38:05.150 caregiver as well as the patient during
NOTE Confidence: 0.9452853

00:38:05.150 --> 00:38:07.580 the visit in order to communicate
NOTE Confidence: 0.9452853

00:38:07.580 --> 00:38:09.805 effectively and establish A meaningful
NOTE Confidence: 0.9452853

00:38:09.805 --> 00:38:11.319 relationship with the patient.
NOTE Confidence: 0.9452853

00:38:11.320 --> 00:38:14.368 Now I will say this can become even
NOTE Confidence: 0.9452853

00:38:14.368 --> 00:38:16.680 more challenging when the third party
NOTE Confidence: 0.9452853

00:38:16.680 --> 00:38:19.005 actually participates as another remote
NOTE Confidence: 0.9452853

00:38:19.005 --> 00:38:22.381 participant and I had this happen a few
NOTE Confidence: 0.9452853

00:38:22.381 --> 00:38:25.150 times in visits took threw me off of it.
NOTE Confidence: 0.9452853

00:38:25.150 --> 00:38:28.390 It does depend on your platform.
NOTE Confidence: 0.9452853

00:38:28.390 --> 00:38:31.333 Make sure you know the patient is fine with
NOTE Confidence: 0.9452853

00:38:31.333 --> 00:38:34.590 the third party being admitted to that visit.
NOTE Confidence: 0.9452853

00:38:34.590 --> 00:38:36.750 And similar to what I described,
NOTE Confidence: 0.9452853

00:38:36.750 --> 00:38:40.710 again, engaging all the parties,

NOTE Confidence: 0.9452853

00:38:40.710 --> 00:38:42.950 allowing everyone to speak,

NOTE Confidence: 0.9452853

00:38:42.950 --> 00:38:44.630 maintaining eye contact,

NOTE Confidence: 0.9452853

00:38:44.630 --> 00:38:46.522 just to emphasize the

NOTE Confidence: 0.9452853

00:38:46.522 --> 00:38:47.468 empathetic communication.

NOTE Confidence: 0.67896715

00:38:50.110 --> 00:38:50.870 Thank you. Thank you.

NOTE Confidence: 0.9603804

00:38:53.850 --> 00:38:56.385 Doctor Kay, you talked about some

NOTE Confidence: 0.9603804

00:38:56.385 --> 00:38:58.330 skills and interventions or built

NOTE Confidence: 0.9603804

00:38:58.330 --> 00:38:59.530 that into your presentation.

NOTE Confidence: 0.9603804

00:38:59.530 --> 00:39:01.448 So thinking about that,

NOTE Confidence: 0.9603804

00:39:01.448 --> 00:39:04.590 how can empathy be further incorporated

NOTE Confidence: 0.9603804

00:39:04.590 --> 00:39:07.290 into medical and residency curriculum

NOTE Confidence: 0.9603804

00:39:07.290 --> 00:39:09.210 around telehealth telemedicine?

NOTE Confidence: 0.921403545454545

00:39:10.690 --> 00:39:11.659 Thank you, Alisa.

NOTE Confidence: 0.921403545454545

00:39:11.659 --> 00:39:13.597 I think that's a really important

NOTE Confidence: 0.921403545454545

00:39:13.597 --> 00:39:15.170 question because, you know,

NOTE Confidence: 0.921403545454545

00:39:15.170 --> 00:39:17.070 some studies have actually suggested
NOTE Confidence: 0.921403545454545

00:39:17.070 --> 00:39:19.662 that there is a bit of a confusion
NOTE Confidence: 0.921403545454545

00:39:19.662 --> 00:39:21.983 about what empathy means in among
NOTE Confidence: 0.921403545454545

00:39:21.983 --> 00:39:23.715 residents and medical students.
NOTE Confidence: 0.921403545454545

00:39:23.720 --> 00:39:26.648 And they often frequently think that if we
NOTE Confidence: 0.921403545454545

00:39:26.648 --> 00:39:28.916 did them emphasize about empathy too much,
NOTE Confidence: 0.921403545454545

00:39:28.920 --> 00:39:31.185 does it compromise the objectivity
NOTE Confidence: 0.921403545454545

00:39:31.185 --> 00:39:32.997 and also impair reasoning.
NOTE Confidence: 0.921403545454545

00:39:33.000 --> 00:39:35.043 So I think one of the things we as
NOTE Confidence: 0.921403545454545

00:39:35.043 --> 00:39:37.011 faculty and I'm part of the residency
NOTE Confidence: 0.921403545454545

00:39:37.011 --> 00:39:39.073 programs and I've also try to figure
NOTE Confidence: 0.921403545454545

00:39:39.073 --> 00:39:40.837 out what solutions would work best.
NOTE Confidence: 0.921403545454545

00:39:40.840 --> 00:39:42.856 But I think as much as we emphasize
NOTE Confidence: 0.921403545454545

00:39:42.856 --> 00:39:44.879 about the diagnostic skill building,
NOTE Confidence: 0.921403545454545

00:39:44.880 --> 00:39:46.980 we should also promote the
NOTE Confidence: 0.921403545454545

00:39:46.980 --> 00:39:48.608 humanistic medical model, right?

NOTE Confidence: 0.921403545454545

00:39:48.608 --> 00:39:51.552 And some of the tried and tested start

NOTE Confidence: 0.921403545454545

00:39:51.552 --> 00:39:54.620 strategies that have shown to be useful in

NOTE Confidence: 0.921403545454545

00:39:54.620 --> 00:39:57.442 promoting empathy include like you know,

NOTE Confidence: 0.921403545454545

00:39:57.442 --> 00:40:01.390 recording a video with a patient encounter,

NOTE Confidence: 0.921403545454545

00:40:01.390 --> 00:40:03.485 role-playing is is important and

NOTE Confidence: 0.921403545454545

00:40:03.485 --> 00:40:05.580 having a having basically continuity

NOTE Confidence: 0.921403545454545

00:40:05.644 --> 00:40:07.828 of patients once once residents and

NOTE Confidence: 0.921403545454545

00:40:07.828 --> 00:40:10.052 medical students see the same patient

NOTE Confidence: 0.921403545454545

00:40:10.052 --> 00:40:12.509 go through you know their life journey.

NOTE Confidence: 0.921403545454545

00:40:12.510 --> 00:40:15.065 I think that promotes empathy in general.

NOTE Confidence: 0.921403545454545

00:40:15.070 --> 00:40:16.606 But I think the key point is it

NOTE Confidence: 0.921403545454545

00:40:16.606 --> 00:40:18.592 it should not be a very forced or

NOTE Confidence: 0.921403545454545

00:40:18.592 --> 00:40:19.624 superficial kind of curriculum.

NOTE Confidence: 0.921403545454545

00:40:19.630 --> 00:40:22.950 It has to really be done in a way that,

NOTE Confidence: 0.921403545454545

00:40:22.950 --> 00:40:23.810 you know,

NOTE Confidence: 0.921403545454545

00:40:23.810 --> 00:40:26.390 students and residents all appreciate it.

NOTE Confidence: 0.921403545454545

00:40:26.390 --> 00:40:28.830 And I think with the point about burnout,

NOTE Confidence: 0.921403545454545

00:40:28.830 --> 00:40:30.886 I would really like to mention that I

NOTE Confidence: 0.921403545454545

00:40:30.886 --> 00:40:32.246 think burnout happened in physician,

NOTE Confidence: 0.921403545454545

00:40:32.246 --> 00:40:34.441 but I think the seeds of it are

NOTE Confidence: 0.921403545454545

00:40:34.441 --> 00:40:35.188 laid much earlier.

NOTE Confidence: 0.921403545454545

00:40:35.190 --> 00:40:38.120 So recognizing fatigue and earlier

NOTE Confidence: 0.921403545454545

00:40:38.120 --> 00:40:40.865 is really important among medical

NOTE Confidence: 0.921403545454545

00:40:40.865 --> 00:40:42.840 students and residents as well.

NOTE Confidence: 0.921403545454545

00:40:42.840 --> 00:40:44.944 So you know I think those are some

NOTE Confidence: 0.921403545454545

00:40:44.944 --> 00:40:47.510 of the ways we can do and as our

NOTE Confidence: 0.921403545454545

00:40:47.510 --> 00:40:49.018 journey evolves in incorporating

NOTE Confidence: 0.921403545454545

00:40:49.018 --> 00:40:50.797 more telehealth visits,

NOTE Confidence: 0.921403545454545

00:40:50.800 --> 00:40:52.564 I think it also becomes a question

NOTE Confidence: 0.921403545454545

00:40:52.564 --> 00:40:54.496 that came up when Lee was mentioning

NOTE Confidence: 0.921403545454545

00:40:54.496 --> 00:40:56.546 earlier that we have to also decide

NOTE Confidence: 0.921403545454545

00:40:56.546 --> 00:40:58.448 which patients are ready for telehealth

NOTE Confidence: 0.921403545454545

00:40:58.448 --> 00:41:01.400 which may be still better seen in person.

NOTE Confidence: 0.921403545454545

00:41:01.400 --> 00:41:03.640 So when we are after this pandemic,

NOTE Confidence: 0.921403545454545

00:41:03.640 --> 00:41:04.720 when we have a choice,

NOTE Confidence: 0.921403545454545

00:41:04.720 --> 00:41:07.065 I think one of the skill building

NOTE Confidence: 0.921403545454545

00:41:07.065 --> 00:41:09.514 would require us to is this patient

NOTE Confidence: 0.921403545454545

00:41:09.514 --> 00:41:11.840 more suited for any health visit or.

NOTE Confidence: 0.921403545454545

00:41:11.840 --> 00:41:13.135 Should it be better seen in person

NOTE Confidence: 0.921403545454545

00:41:13.135 --> 00:41:14.633 and a lot of factors will go

NOTE Confidence: 0.921403545454545

00:41:14.633 --> 00:41:15.753 into informing us about that.

NOTE Confidence: 0.93622824

00:41:18.120 --> 00:41:23.249 Thank you. I'm going to ask a question

NOTE Confidence: 0.93622824

00:41:23.249 --> 00:41:25.279 of Julie in regards to workflow and I

NOTE Confidence: 0.93622824

00:41:25.279 --> 00:41:26.941 appreciate we're starting to see some

NOTE Confidence: 0.93622824

00:41:26.941 --> 00:41:28.760 questions come in through the Q&A.

NOTE Confidence: 0.93622824

00:41:28.760 --> 00:41:31.718 So please keep those coming in and I'm

NOTE Confidence: 0.93622824

00:41:31.718 --> 00:41:33.950 going to make sure the panelists as we're
NOTE Confidence: 0.93622824

00:41:34.008 --> 00:41:36.395 wrapping up this round Robin of questions,
NOTE Confidence: 0.93622824

00:41:36.400 --> 00:41:37.304 I encourage my panelists
NOTE Confidence: 0.93622824

00:41:37.304 --> 00:41:38.766 to also look at the Q&A.
NOTE Confidence: 0.93622824

00:41:38.766 --> 00:41:41.048 Julian, I'm going to focus this question
NOTE Confidence: 0.93622824

00:41:41.048 --> 00:41:43.551 on workflow for you and think about your
NOTE Confidence: 0.93622824

00:41:43.551 --> 00:41:46.288 experience as a trainee so far in the
NOTE Confidence: 0.93622824

00:41:46.288 --> 00:41:47.776 telemedicine virtual care environment.
NOTE Confidence: 0.93622824

00:41:47.780 --> 00:41:49.740 But it would have been some of the
NOTE Confidence: 0.93622824

00:41:49.740 --> 00:41:52.110 best ways to organize that the virtual
NOTE Confidence: 0.93622824

00:41:52.110 --> 00:41:53.562 clinical environment to optimize
NOTE Confidence: 0.93622824

00:41:53.562 --> 00:41:55.579 the logistics you talked about in
NOTE Confidence: 0.93622824

00:41:55.579 --> 00:41:57.453 Quadrant 1 and thereby maximize
NOTE Confidence: 0.93622824

00:41:57.453 --> 00:41:59.097 that facilitation of learning.
NOTE Confidence: 0.868858039090909

00:42:00.300 --> 00:42:00.876 Thank you, Melissa.
NOTE Confidence: 0.868858039090909

00:42:00.876 --> 00:42:02.420 And I'm hoping you can hear me now.

NOTE Confidence: 0.868858039090909
00:42:02.420 --> 00:42:04.406 I think I've fixed my technical
NOTE Confidence: 0.868858039090909
00:42:04.406 --> 00:42:07.740 difficulties. Wonderful so.
NOTE Confidence: 0.868858039090909
00:42:07.740 --> 00:42:09.435 Yeah, it's it's been challenging
NOTE Confidence: 0.868858039090909
00:42:09.435 --> 00:42:11.855 I think both from a GME and A
NOTE Confidence: 0.868858039090909
00:42:11.855 --> 00:42:13.710 and a UME perspective to to try
NOTE Confidence: 0.868858039090909
00:42:13.781 --> 00:42:15.659 to make this easier on folks.
NOTE Confidence: 0.868858039090909
00:42:15.660 --> 00:42:18.460 I've done a lot of work also with
NOTE Confidence: 0.868858039090909
00:42:18.460 --> 00:42:21.358 just virtual learning for the UME
NOTE Confidence: 0.868858039090909
00:42:21.358 --> 00:42:24.284 students at UCSF and I think there's
NOTE Confidence: 0.868858039090909
00:42:24.284 --> 00:42:26.662 shared challenges with regards to
NOTE Confidence: 0.868858039090909
00:42:26.662 --> 00:42:29.097 distractions and the home environment.
NOTE Confidence: 0.607057
00:42:31.860 --> 00:42:35.550 I I think that to to optimize.
NOTE Confidence: 0.607057
00:42:35.550 --> 00:42:37.914 The the clinical workflow is one
NOTE Confidence: 0.607057
00:42:37.914 --> 00:42:40.230 thing perhaps to pick one item.
NOTE Confidence: 0.607057
00:42:40.230 --> 00:42:42.820 We've made a transition in our clinics
NOTE Confidence: 0.607057

00:42:42.820 --> 00:42:45.442 from the residence and sometimes
NOTE Confidence: 0.607057

00:42:45.442 --> 00:42:47.694 attendings being responsible for
NOTE Confidence: 0.607057

00:42:47.694 --> 00:42:50.309 debugging those clinical workflows.
NOTE Confidence: 0.607057

00:42:50.310 --> 00:42:52.410 You know the patient that that is
NOTE Confidence: 0.607057

00:42:52.410 --> 00:42:55.030 having trouble connecting or the the
NOTE Confidence: 0.607057

00:42:55.030 --> 00:42:56.506 patient that just doesn't have video
NOTE Confidence: 0.607057

00:42:56.506 --> 00:42:58.316 visits set up or or trying to figure
NOTE Confidence: 0.607057

00:42:58.316 --> 00:42:59.950 out how to get them on the call.
NOTE Confidence: 0.607057

00:42:59.950 --> 00:43:01.480 I was often taking 10/15/20
NOTE Confidence: 0.607057

00:43:01.480 --> 00:43:02.704 minutes actually do that.
NOTE Confidence: 0.607057

00:43:02.710 --> 00:43:04.426 And we've now actually developed a
NOTE Confidence: 0.607057

00:43:04.426 --> 00:43:06.144 workflow with a preclinic cuddle that
NOTE Confidence: 0.607057

00:43:06.144 --> 00:43:08.135 includes a virtual MA or virtual nurse
NOTE Confidence: 0.607057

00:43:08.135 --> 00:43:10.280 that's able to help us contact our
NOTE Confidence: 0.607057

00:43:10.280 --> 00:43:12.422 patients and get them on the calls.
NOTE Confidence: 0.607057

00:43:12.430 --> 00:43:13.086 And well,

NOTE Confidence: 0.607057

00:43:13.086 --> 00:43:14.726 that's more of a telemedicine

NOTE Confidence: 0.607057

00:43:14.726 --> 00:43:16.589 workflow piece I think for our,

NOTE Confidence: 0.607057

00:43:16.590 --> 00:43:17.762 our virtual learning environment.

NOTE Confidence: 0.607057

00:43:17.762 --> 00:43:20.327 What it's enabled me to do is to really

NOTE Confidence: 0.607057

00:43:20.327 --> 00:43:21.827 focus my time with the preceptor.

NOTE Confidence: 0.607057

00:43:21.830 --> 00:43:24.398 So we're spending time with kind of a

NOTE Confidence: 0.607057

00:43:24.398 --> 00:43:25.657 preparatory questions or anticipating

NOTE Confidence: 0.607057

00:43:25.657 --> 00:43:28.158 needs of the patient and what I may need

NOTE Confidence: 0.607057

00:43:28.158 --> 00:43:30.165 to learn or what I want to focus on.

NOTE Confidence: 0.607057

00:43:30.170 --> 00:43:31.930 And then also it allows me to have

NOTE Confidence: 0.607057

00:43:31.930 --> 00:43:33.561 more time with the patients, honestly.

NOTE Confidence: 0.607057

00:43:33.561 --> 00:43:34.947 And that's where the real learning

NOTE Confidence: 0.607057

00:43:34.947 --> 00:43:35.409 is happening.

NOTE Confidence: 0.607057

00:43:35.410 --> 00:43:36.610 So maybe a small Pearl there.

NOTE Confidence: 0.9402536

00:43:38.370 --> 00:43:41.432 Thank you. And Dr.

NOTE Confidence: 0.9402536

00:43:41.432 --> 00:43:44.487 Joshi, thinking about learning environment,
NOTE Confidence: 0.9402536

00:43:44.490 --> 00:43:47.256 I really appreciate how you've described
NOTE Confidence: 0.9402536

00:43:47.256 --> 00:43:50.254 your approach as well as furthering the
NOTE Confidence: 0.9402536

00:43:50.254 --> 00:43:52.564 development of a fellowship curriculum.
NOTE Confidence: 0.9402536

00:43:52.570 --> 00:43:54.898 And as many of us here are on
NOTE Confidence: 0.9402536

00:43:54.898 --> 00:43:56.730 this panel as participants,
NOTE Confidence: 0.9402536

00:43:56.730 --> 00:43:58.082 we're in this constant.
NOTE Confidence: 0.9402536

00:43:58.082 --> 00:43:59.772 Battle of quality versus quantity
NOTE Confidence: 0.9402536

00:43:59.772 --> 00:44:02.042 when it comes to curriculum and
NOTE Confidence: 0.9402536

00:44:02.042 --> 00:44:04.730 although this education, telehealth,
NOTE Confidence: 0.9402536

00:44:04.730 --> 00:44:06.638 telemedicine education is necessary,
NOTE Confidence: 0.9402536

00:44:06.638 --> 00:44:09.500 we also have to think about
NOTE Confidence: 0.9402536

00:44:09.575 --> 00:44:11.289 overloading curriculum.
NOTE Confidence: 0.9402536

00:44:11.290 --> 00:44:14.640 And I think Doctor Sharp actually or
NOTE Confidence: 0.9402536

00:44:14.640 --> 00:44:16.490 Doctor Scott earlier talked about
NOTE Confidence: 0.9402536

00:44:16.490 --> 00:44:18.689 the value add versus that add on.

NOTE Confidence: 0.9402536

00:44:18.690 --> 00:44:21.050 And how do you recommend that we make

NOTE Confidence: 0.9402536

00:44:21.050 --> 00:44:22.650 this transition for our learners?

NOTE Confidence: 0.9402536

00:44:22.650 --> 00:44:24.876 What are some of the tips and tricks

NOTE Confidence: 0.9402536

00:44:24.876 --> 00:44:26.928 and strategies you recommend for us?

NOTE Confidence: 0.93647972

00:44:30.930 --> 00:44:32.274 God, you would think I'd be better at

NOTE Confidence: 0.93647972

00:44:32.274 --> 00:44:33.727 this by now on Zoom all these months.

NOTE Confidence: 0.93647972

00:44:33.730 --> 00:44:34.970 All right, I'm unmuted now,

NOTE Confidence: 0.93647972

00:44:34.970 --> 00:44:37.370 but that's a great question.

NOTE Confidence: 0.93647972

00:44:37.370 --> 00:44:39.407 So, you know, when I was mentioning

NOTE Confidence: 0.93647972

00:44:39.407 --> 00:44:41.850 just the first iteration of our GME

NOTE Confidence: 0.93647972

00:44:41.850 --> 00:44:43.730 for our emergency medicine residents,

NOTE Confidence: 0.93647972

00:44:43.730 --> 00:44:45.836 you know, it ended up at that point just

NOTE Confidence: 0.93647972

00:44:45.836 --> 00:44:47.807 being something they were forced to do.

NOTE Confidence: 0.93647972

00:44:47.810 --> 00:44:50.010 It didn't really show any value added to

NOTE Confidence: 0.93647972

00:44:50.010 --> 00:44:52.684 them, right. So looking back at that time,

NOTE Confidence: 0.93647972

00:44:52.690 --> 00:44:55.202 that's exactly what happened.
NOTE Confidence: 0.93647972

00:44:55.202 --> 00:44:56.568 So. You know what,
NOTE Confidence: 0.93647972

00:44:56.568 --> 00:44:58.610 we because that for that reason we made
NOTE Confidence: 0.93647972

00:44:58.610 --> 00:45:00.170 an elective to some degree, right,
NOTE Confidence: 0.93647972

00:45:00.170 --> 00:45:01.270 Because then everybody could decide
NOTE Confidence: 0.93647972

00:45:01.270 --> 00:45:02.909 do they want to do it and we would,
NOTE Confidence: 0.93647972

00:45:02.910 --> 00:45:04.680 we would have regular people coming
NOTE Confidence: 0.93647972

00:45:04.680 --> 00:45:06.910 to visit and do these relectives.
NOTE Confidence: 0.93647972

00:45:06.910 --> 00:45:08.406 So obviously nothing changed.
NOTE Confidence: 0.93647972

00:45:08.406 --> 00:45:09.902 Everything changed dramatically during
NOTE Confidence: 0.93647972

00:45:09.902 --> 00:45:12.085 COVID because prior to that it was
NOTE Confidence: 0.93647972

00:45:12.085 --> 00:45:13.475 mostly attendings running all telehealth
NOTE Confidence: 0.93647972

00:45:13.523 --> 00:45:15.215 visits or doing the telehealth visits
NOTE Confidence: 0.93647972

00:45:15.215 --> 00:45:17.394 with residents thrown in here and there.
NOTE Confidence: 0.93647972

00:45:17.394 --> 00:45:19.830 Now there's an actual value to this,
NOTE Confidence: 0.93647972

00:45:19.830 --> 00:45:21.180 right, because now there's a recognition

NOTE Confidence: 0.93647972

00:45:21.180 --> 00:45:23.071 that this is going to be part of your

NOTE Confidence: 0.93647972

00:45:23.071 --> 00:45:26.110 clinical practice in some form, whether it's.

NOTE Confidence: 0.93647972

00:45:26.110 --> 00:45:26.470 Various cases.

NOTE Confidence: 0.93647972

00:45:26.470 --> 00:45:26.650 Obviously,

NOTE Confidence: 0.93647972

00:45:26.650 --> 00:45:28.190 I'm not going to go through those details,

NOTE Confidence: 0.93647972

00:45:28.190 --> 00:45:30.742 but for that reason I think that has

NOTE Confidence: 0.93647972

00:45:30.742 --> 00:45:32.668 dramatically shifted how we think about it.

NOTE Confidence: 0.93647972

00:45:32.670 --> 00:45:34.406 And that's probably and that is not

NOTE Confidence: 0.93647972

00:45:34.406 --> 00:45:35.390 something that I did.

NOTE Confidence: 0.93647972

00:45:35.390 --> 00:45:37.308 Obviously, it's just something that we had.

NOTE Confidence: 0.93647972

00:45:37.310 --> 00:45:37.698 But again,

NOTE Confidence: 0.93647972

00:45:37.698 --> 00:45:38.862 I can't stress enough how it

NOTE Confidence: 0.93647972

00:45:38.862 --> 00:45:40.123 was much easier already thinking

NOTE Confidence: 0.93647972

00:45:40.123 --> 00:45:41.498 through these problems and figuring

NOTE Confidence: 0.93647972

00:45:41.498 --> 00:45:42.950 out what we may be able to do,

NOTE Confidence: 0.93647972

00:45:42.950 --> 00:45:44.651 what we could do that gave our
NOTE Confidence: 0.93647972

00:45:44.651 --> 00:45:46.054 students and residents and even our
NOTE Confidence: 0.93647972

00:45:46.054 --> 00:45:47.765 faculty and ability to get a leg up
NOTE Confidence: 0.93647972

00:45:47.765 --> 00:45:49.277 a little bit and do things faster
NOTE Confidence: 0.93647972

00:45:49.277 --> 00:45:51.108 because we had that recognition.
NOTE Confidence: 0.93647972

00:45:51.108 --> 00:45:53.438 We already thought through it.
NOTE Confidence: 0.93647972

00:45:53.440 --> 00:45:53.892 And then of course,
NOTE Confidence: 0.93647972

00:45:53.892 --> 00:45:54.118 you know,
NOTE Confidence: 0.93647972

00:45:54.120 --> 00:45:55.639 we could just learn from each other
NOTE Confidence: 0.93647972

00:45:55.639 --> 00:45:56.679 because everyone had to do it.
NOTE Confidence: 0.93647972

00:45:56.680 --> 00:45:57.320 The amount of you know,
NOTE Confidence: 0.93647972

00:45:57.320 --> 00:45:59.252 emails and like and I'm sure all
NOTE Confidence: 0.93647972

00:45:59.252 --> 00:46:01.175 the other people who have their
NOTE Confidence: 0.93647972

00:46:01.175 --> 00:46:02.746 education programs out there had
NOTE Confidence: 0.93647972

00:46:02.746 --> 00:46:03.676 the same experience for people
NOTE Confidence: 0.93647972

00:46:03.676 --> 00:46:04.998 just want to know what do you do,

NOTE Confidence: 0.93647972

00:46:05.000 --> 00:46:05.720 how do we do this?

NOTE Confidence: 0.93647972

00:46:05.720 --> 00:46:07.475 How do we make this a value for everybody?

NOTE Confidence: 0.93647972

00:46:07.480 --> 00:46:08.859 And the reason is it's part of

NOTE Confidence: 0.93647972

00:46:08.859 --> 00:46:09.840 your future clinical practice.

NOTE Confidence: 0.93647972

00:46:09.840 --> 00:46:11.040 There is a value to this.

NOTE Confidence: 0.911733325

00:46:13.370 --> 00:46:15.743 Fabulous and I, I think everyone on

NOTE Confidence: 0.911733325

00:46:15.743 --> 00:46:17.982 the panel has done a a wonderful job

NOTE Confidence: 0.911733325

00:46:17.982 --> 00:46:19.202 of being us intangible takeaways

NOTE Confidence: 0.911733325

00:46:19.202 --> 00:46:21.130 and we all are learning together and

NOTE Confidence: 0.911733325

00:46:21.130 --> 00:46:22.525 we'll continue to learn together,

NOTE Confidence: 0.911733325

00:46:22.530 --> 00:46:24.114 especially with individuals

NOTE Confidence: 0.911733325

00:46:24.114 --> 00:46:26.208 that have moved things forward.

NOTE Confidence: 0.911733325

00:46:26.208 --> 00:46:28.630 I want to go back just to

NOTE Confidence: 0.911733325

00:46:28.708 --> 00:46:30.328 our audience question,

NOTE Confidence: 0.911733325

00:46:30.330 --> 00:46:32.810 Julian, are there any tips,

NOTE Confidence: 0.911733325

00:46:32.810 --> 00:46:35.030 practical tips about what you've
NOTE Confidence: 0.911733325

00:46:35.030 --> 00:46:37.689 described in this limited burst of time?
NOTE Confidence: 0.88528045

00:46:39.080 --> 00:46:40.760 Yeah, I I love that question.
NOTE Confidence: 0.88528045

00:46:40.760 --> 00:46:42.400 Thank you Sophia for that.
NOTE Confidence: 0.88528045

00:46:42.400 --> 00:46:44.556 I hope I'm saying your name right.
NOTE Confidence: 0.88528045

00:46:44.560 --> 00:46:46.024 So two quick thoughts because I
NOTE Confidence: 0.88528045

00:46:46.024 --> 00:46:47.646 know we're running out of time and
NOTE Confidence: 0.88528045

00:46:47.646 --> 00:46:49.039 I see Lee turning his camera on.
NOTE Confidence: 0.88528045

00:46:49.040 --> 00:46:54.044 So thing one is I've done a a few stuff
NOTE Confidence: 0.88528045

00:46:54.044 --> 00:46:55.484 specially rotations myself and we've
NOTE Confidence: 0.88528045

00:46:55.484 --> 00:46:56.988 begun to reimplement subspecialty
NOTE Confidence: 0.88528045

00:46:56.988 --> 00:46:58.543 telemedicine training at UCSF.
NOTE Confidence: 0.88528045

00:46:58.543 --> 00:47:01.081 And I think things that have
NOTE Confidence: 0.88528045

00:47:01.081 --> 00:47:03.208 really worked are a sometimes it's
NOTE Confidence: 0.88528045

00:47:03.208 --> 00:47:05.616 felt a little bit out of control.
NOTE Confidence: 0.88528045

00:47:05.620 --> 00:47:07.460 But what makes it feel in control is

NOTE Confidence: 0.88528045

00:47:07.460 --> 00:47:09.172 knowing one or two of the patients

NOTE Confidence: 0.88528045

00:47:09.172 --> 00:47:10.660 I'm going to see beforehand have

NOTE Confidence: 0.88528045

00:47:10.660 --> 00:47:12.100 a lower expectation for the load

NOTE Confidence: 0.88528045

00:47:12.100 --> 00:47:13.792 that the the trainee may be seeing,

NOTE Confidence: 0.88528045

00:47:13.792 --> 00:47:15.536 but actually provide them with as much

NOTE Confidence: 0.88528045

00:47:15.536 --> 00:47:16.946 anticipation of who they're going to

NOTE Confidence: 0.88528045

00:47:16.946 --> 00:47:18.740 be seeing so they can prepare for it.

NOTE Confidence: 0.88528045

00:47:18.740 --> 00:47:19.631 That's thing one.

NOTE Confidence: 0.88528045

00:47:19.631 --> 00:47:21.413 Thing two is also to think

NOTE Confidence: 0.88528045

00:47:21.413 --> 00:47:23.020 about asynchronous content.

NOTE Confidence: 0.88528045

00:47:23.020 --> 00:47:25.228 So it to some degree we're doing everything

NOTE Confidence: 0.88528045

00:47:25.228 --> 00:47:27.018 synchronous in terms of clinical visits,

NOTE Confidence: 0.88528045

00:47:27.020 --> 00:47:29.099 but now that we're not in person in clinic,

NOTE Confidence: 0.88528045

00:47:29.100 --> 00:47:30.615 there's not that same opportunity

NOTE Confidence: 0.88528045

00:47:30.615 --> 00:47:32.130 for those chance encounters where

NOTE Confidence: 0.88528045

00:47:32.179 --> 00:47:33.727 the attending and you are there
NOTE Confidence: 0.88528045

00:47:33.727 --> 00:47:34.759 together and you're like.
NOTE Confidence: 0.88528045

00:47:34.760 --> 00:47:35.840 Hey, I had a question about,
NOTE Confidence: 0.88528045

00:47:35.840 --> 00:47:36.920 you know thyrotoxicosis.
NOTE Confidence: 0.88528045

00:47:36.920 --> 00:47:39.440 I was in an endocrinology clinic recently.
NOTE Confidence: 0.88528045

00:47:39.440 --> 00:47:42.765 And so can you provide that asynchronous
NOTE Confidence: 0.88528045

00:47:42.765 --> 00:47:45.280 online bedrock of learning that can
NOTE Confidence: 0.88528045

00:47:45.280 --> 00:47:48.159 then you can point learners to or
NOTE Confidence: 0.88528045

00:47:48.159 --> 00:47:50.054 can provide that curriculum even
NOTE Confidence: 0.88528045

00:47:50.054 --> 00:47:52.451 in absence of those same robust
NOTE Confidence: 0.88528045

00:47:52.451 --> 00:47:54.458 in person clinical encounters or
NOTE Confidence: 0.88528045

00:47:54.458 --> 00:47:56.086 chance encounters with fellows
NOTE Confidence: 0.88528045

00:47:56.086 --> 00:47:58.116 and and faculty and clinic.
NOTE Confidence: 0.88528045

00:47:58.120 --> 00:47:59.848 So two ideas,
NOTE Confidence: 0.88528045

00:47:59.848 --> 00:48:01.840 asynchronous and knowing patients before.
NOTE Confidence: 0.936594071818182

00:48:03.050 --> 00:48:03.722 Thank you, Julian.

NOTE Confidence: 0.936594071818182
00:48:03.722 --> 00:48:05.530 As I turn things back over to Lee,
NOTE Confidence: 0.936594071818182
00:48:05.530 --> 00:48:07.050 I'm going to invite our
NOTE Confidence: 0.936594071818182
00:48:07.050 --> 00:48:08.570 panel members to if you,
NOTE Confidence: 0.936594071818182
00:48:08.570 --> 00:48:10.541 if you have a Pearl or a take away
NOTE Confidence: 0.936594071818182
00:48:10.541 --> 00:48:12.320 to just post that in the chat
NOTE Confidence: 0.936594071818182
00:48:12.320 --> 00:48:14.210 and it keeps us right on time.
NOTE Confidence: 0.936594071818182
00:48:14.210 --> 00:48:15.089 So thank you.
NOTE Confidence: 0.91706366
00:48:15.890 --> 00:48:17.138 Great, thank you.
NOTE Confidence: 0.91706366
00:48:17.138 --> 00:48:20.210 Panel 3, that was just a fantastic.
NOTE Confidence: 0.91706366
00:48:20.210 --> 00:48:22.191 You know, I think one other point
NOTE Confidence: 0.91706366
00:48:22.191 --> 00:48:24.535 I would just add as my little
NOTE Confidence: 0.91706366
00:48:24.535 --> 00:48:27.380 Pearl to Julian is that you know
NOTE Confidence: 0.91706366
00:48:27.380 --> 00:48:29.305 sometimes like many things teaching
NOTE Confidence: 0.91706366
00:48:29.305 --> 00:48:31.957 is in the eye of the beholder.
NOTE Confidence: 0.91706366
00:48:31.960 --> 00:48:34.030 And we do a lot of teaching that that
NOTE Confidence: 0.91706366

00:48:34.030 --> 00:48:35.760 our trainees don't see as teaching
NOTE Confidence: 0.91706366

00:48:35.760 --> 00:48:37.760 unless we name it as teaching.
NOTE Confidence: 0.91706366

00:48:37.760 --> 00:48:41.120 And so I would just emphasize again,
NOTE Confidence: 0.91706366

00:48:41.120 --> 00:48:42.776 it's the same thing with empathy, right?
NOTE Confidence: 0.91706366

00:48:42.776 --> 00:48:45.312 You need to be have it drawn out
NOTE Confidence: 0.91706366

00:48:45.312 --> 00:48:46.860 for you from as the foreground
NOTE Confidence: 0.91706366

00:48:46.921 --> 00:48:48.160 against the background.
NOTE Confidence: 0.91706366

00:48:48.160 --> 00:48:50.596 So entering a room, having a very
NOTE Confidence: 0.91706366

00:48:50.596 --> 00:48:52.320 empathic encounter with a patient,
NOTE Confidence: 0.91706366

00:48:52.320 --> 00:48:54.357 and then walking out of the room,
NOTE Confidence: 0.91706366

00:48:54.360 --> 00:48:56.508 if you just assume that the
NOTE Confidence: 0.91706366

00:48:56.508 --> 00:48:57.940 trainees will have understood.
NOTE Confidence: 0.91706366

00:48:57.940 --> 00:49:00.412 But you were consciously exerting skills
NOTE Confidence: 0.91706366

00:49:00.412 --> 00:49:02.860 to create an empathic connection.
NOTE Confidence: 0.91706366

00:49:02.860 --> 00:49:04.100 They may not appreciate it.
NOTE Confidence: 0.91706366

00:49:04.100 --> 00:49:05.612 But if you just take that moment to say,

NOTE Confidence: 0.91706366

00:49:05.620 --> 00:49:07.540 let's talk for a minute about that encounter,

NOTE Confidence: 0.91706366

00:49:07.540 --> 00:49:09.574 do you see how I asked about the family?

NOTE Confidence: 0.91706366

00:49:09.580 --> 00:49:11.155 Or I looked at the picture on the board

NOTE Confidence: 0.91706366

00:49:11.155 --> 00:49:13.380 and I said, tell me, who's that? Whose?

NOTE Confidence: 0.91706366

00:49:13.380 --> 00:49:14.976 Whose picture do you have up there?

NOTE Confidence: 0.91706366

00:49:14.980 --> 00:49:15.376 You know,

NOTE Confidence: 0.91706366

00:49:15.376 --> 00:49:16.960 I did that to engage the patient in

NOTE Confidence: 0.91706366

00:49:17.004 --> 00:49:18.480 a therapeutic relationship so that I

NOTE Confidence: 0.91706366

00:49:18.480 --> 00:49:20.304 could then ask them more challenging

NOTE Confidence: 0.91706366

00:49:20.304 --> 00:49:23.180 questions, whatever the dynamic was.

NOTE Confidence: 0.91706366

00:49:23.180 --> 00:49:25.764 So labeling sometimes is very important

NOTE Confidence: 0.91706366

00:49:25.764 --> 00:49:27.780 when we do the neurologic exam.

NOTE Confidence: 0.91706366

00:49:27.780 --> 00:49:29.305 When we demonstrated finding the

NOTE Confidence: 0.91706366

00:49:29.305 --> 00:49:30.724 Babinski or something, we say it.

NOTE Confidence: 0.91706366

00:49:30.724 --> 00:49:32.460 We said, look, that's the Babinski,

NOTE Confidence: 0.91706366

00:49:32.460 --> 00:49:34.932 the toe went up, it didn't go down.
NOTE Confidence: 0.91706366

00:49:34.932 --> 00:49:36.540 You make it happen like this.
NOTE Confidence: 0.91706366

00:49:36.540 --> 00:49:38.140 So we're very explicit about
NOTE Confidence: 0.91706366

00:49:38.140 --> 00:49:39.420 some forms of teaching,
NOTE Confidence: 0.91706366

00:49:39.420 --> 00:49:40.804 but we tend not to be as explicit
NOTE Confidence: 0.91706366

00:49:40.804 --> 00:49:42.017 about some of these other forms.
NOTE Confidence: 0.91706366

00:49:42.020 --> 00:49:43.922 So I would just encourage the the,
NOTE Confidence: 0.91706366

00:49:43.922 --> 00:49:45.539 you know, the audience and the panelists.
NOTE Confidence: 0.91706366

00:49:45.540 --> 00:49:46.820 When you're teaching these skills,
NOTE Confidence: 0.91706366

00:49:46.820 --> 00:49:48.974 make sure that the learner understands
NOTE Confidence: 0.91706366

00:49:48.974 --> 00:49:50.773 that there's teaching going on because
NOTE Confidence: 0.91706366

00:49:50.773 --> 00:49:52.124 it puts them in the right frame
NOTE Confidence: 0.91706366

00:49:52.124 --> 00:49:53.537 of mind to receive the learning.
NOTE Confidence: 0.91706366

00:49:53.540 --> 00:49:55.619 But it also helps them recall that
NOTE Confidence: 0.91706366

00:49:55.619 --> 00:49:57.970 in fact they had explicit learning.
NOTE Confidence: 0.91706366

00:49:57.970 --> 00:49:59.506 When that happens, wonderful.

NOTE Confidence: 0.91706366

00:49:59.506 --> 00:49:59.890 Well,

NOTE Confidence: 0.91706366

00:49:59.890 --> 00:50:01.522 we're going to switch gears again

NOTE Confidence: 0.91706366

00:50:01.522 --> 00:50:02.610 now in this progression.

NOTE Confidence: 0.91706366

00:50:02.610 --> 00:50:04.934 I hope the panelists and the audience

NOTE Confidence: 0.91706366

00:50:04.934 --> 00:50:06.855 are feeling this natural progression

NOTE Confidence: 0.91706366

00:50:06.855 --> 00:50:09.005 as we've built this sequence.