WEBVTT

NOTE duration:"01:01:00.1300000"

NOTE recognizability:0.924

NOTE language:en-us

NOTE Confidence: 0.4132323

00:00:00.000 --> 00:00:03.298 Started so I thank you all so

NOTE Confidence: 0.4132323

00:00:03.298 --> 00:00:04.800 much for being here today.

NOTE Confidence: 0.4132323

00:00:04.800 --> 00:00:08.552 I'd like you to join me in welcoming Dr.

NOTE Confidence: 0.4132323

00:00:08.552 --> 00:00:11.320 Manali Patel, who is an associate

NOTE Confidence: 0.4132323

00:00:11.320 --> 00:00:13.440 professor of medicine at Stanford

NOTE Confidence: 0.4132323

00:00:13.440 --> 00:00:15.790 Medicine and a staff oncologist with

NOTE Confidence: 0.4132323

00:00:15.790 --> 00:00:19.520 the VA Palo Alto healthcare system.

NOTE Confidence: 0.4132323

00:00:19.520 --> 00:00:22.000 She earned her medical degree and master's

NOTE Confidence: 0.4132323

00:00:22.000 --> 00:00:23.746 in public health at the University

NOTE Confidence: 0.4132323

00:00:23.746 --> 00:00:26.158 of North Carolina at Chapel Hill,

NOTE Confidence: 0.4132323

00:00:26.158 --> 00:00:29.180 followed by Internal Medicine residency.

NOTE Confidence: 0.4132323

00:00:29.180 --> 00:00:30.780 Key Monk Fellowship and

NOTE Confidence: 0.4132323

00:00:30.780 --> 00:00:31.980 several research fellowships.

NOTE Confidence: 0.4132323

00:00:31.980 --> 00:00:34.660 In addition to obtaining her masters in

NOTE Confidence: 0.4132323

00:00:34.660 --> 00:00:37.460 health services research at Stanford,

NOTE Confidence: 0.4132323

00:00:37.460 --> 00:00:39.600 doctor Patel directs a research program

NOTE Confidence: 0.4132323

00:00:39.600 --> 00:00:41.790 that focuses on improving equitable

NOTE Confidence: 0.4132323

00:00:41.790 --> 00:00:44.139 delivery of value based cancer care.

NOTE Confidence: 0.4132323

00:00:44.140 --> 00:00:46.453 She uses principles of community based

NOTE Confidence: 0.4132323

00:00:46.453 --> 00:00:48.364 participatory research in her work

NOTE Confidence: 0.4132323

00:00:48.364 --> 00:00:49.926 and is the principal investigator

NOTE Confidence: 0.4132323

00:00:49.926 --> 00:00:52.620 of multiple externally funded awards

NOTE Confidence: 0.4132323

00:00:52.620 --> 00:00:54.705 such as the California Initiative

NOTE Confidence: 0.4132323

00:00:54.705 --> 00:00:56.373 to advance Precision Medicine,

NOTE Confidence: 0.4132323

00:00:56.380 --> 00:00:58.004 the patient centered Outcomes

NOTE Confidence: 0.4132323

00:00:58.004 --> 00:00:58.816 Research Institute.

NOTE Confidence: 0.4132323

00:00:58.820 --> 00:01:00.896 And the National Institutes of Health.

NOTE Confidence: 0.4132323

00:01:00.900 --> 00:01:02.620 Her expertise lies in designing,

NOTE Confidence: 0.4132323

00:01:02.620 --> 00:01:04.252 implementing and evaluating new

NOTE Confidence: 0.4132323

00:01:04.252 --> 00:01:06.700 models of care delivery with academic,

NOTE Confidence: 0.4132323

00:01:06.700 --> 00:01:09.988 community and VA oncology practices aimed

NOTE Confidence: 0.4132323

00:01:09.988 --> 00:01:13.019 to improve patient experiences with care,

NOTE Confidence: 0.4132323

00:01:13.020 --> 00:01:15.348 clinical outcomes and reduce

NOTE Confidence: 0.4132323

00:01:15.348 --> 00:01:17.094 unwanted health disparities,

NOTE Confidence: 0.4132323

00:01:17.100 --> 00:01:18.678 unwanted healthcare utilization

NOTE Confidence: 0.4132323

00:01:18.678 --> 00:01:20.256 and health disparities.

NOTE Confidence: 0.4132323

00:01:20.260 --> 00:01:21.520 Doctor Patel also serves on

NOTE Confidence: 0.4132323

00:01:21.520 --> 00:01:22.620 several national committees

NOTE Confidence: 0.9603804

00:01:22.980 --> 00:01:25.020 focused on improving cancer care delivery

NOTE Confidence: 0.868654262352941

00:01:25.260 --> 00:01:26.372 and value based care.

NOTE Confidence: 0.868654262352941

00:01:26.372 --> 00:01:28.924 She is the past chair of the ASCO

NOTE Confidence: 0.868654262352941

00:01:28.924 --> 00:01:30.552 HealthEquity Committee and the

NOTE Confidence: 0.868654262352941

00:01:30.552 --> 00:01:32.920 current chair of the ASCO serving the

NOTE Confidence: 0.951435155555556

00:01:32.960 --> 00:01:34.292 Underserved Task Force.

NOTE Confidence: 0.951435155555556

00:01:34.292 --> 00:01:36.956 So Doctor Patel will be delivering

NOTE Confidence: 0.951435155555556

00:01:36.960 --> 00:01:39.960 the Iris Fisher Lectureship today.

NOTE Confidence: 0.951435155555556

00:01:39.960 --> 00:01:42.120 The Iris Fisher Lectureship was

NOTE Confidence: 0.946962533333333

00:01:42.120 --> 00:01:45.040 endowed by Doctor David Fisher in 1999.

NOTE Confidence: 0.946962533333333

00:01:45.040 --> 00:01:47.368 Doctor Fisher has been involved with Yale

NOTE Confidence: 0.946962533333333

00:01:47.368 --> 00:01:50.108 School of Medicine for nearly 60 years.

NOTE Confidence: 0.946962533333333

00:01:50.110 --> 00:01:52.035 He was the first medical oncologist in

NOTE Confidence: 0.946962533333333

00:01:52.035 --> 00:01:53.830 the New Haven community and remained

NOTE Confidence: 0.946962533333333

00:01:53.830 --> 00:01:55.886 in private practice for 30 years

NOTE Confidence: 0.946962533333333

00:01:55.886 --> 00:01:58.310 before joining Yale's Cancer Center in

NOTE Confidence: 0.946962533333333

00:01:58.310 --> 00:02:01.016 1993 as a volunteer and full time in

NOTE Confidence: 0.946962533333333

00:02:01.016 --> 00:02:03.812 1995 when Doctor Fisher's wife Iris

NOTE Confidence: 0.946962533333333

00:02:03.812 --> 00:02:06.430 was diagnosed with sarcoidosis and

NOTE Confidence: 0.946962533333333

00:02:06.430 --> 00:02:08.950 incurable disease of the heart and lungs.

NOTE Confidence: 0.946962533333333

00:02:08.950 --> 00:02:10.949 Treatment decisions were weighed and

NOTE Confidence: 0.946962533333333

00:02:10.950 --> 00:02:12.702 balanced against the impact that therapies

NOTE Confidence: 0.946962533333333

00:02:12.702 --> 00:02:15.580 would have on Iris's personal wellbeing.

NOTE Confidence: 0.946962533333333

00:02:15.580 --> 00:02:17.715 It was Doctor Fisher's hope that this

NOTE Confidence: 0.946962533333333

00:02:17.715 --> 00:02:19.350 lectureship would serve as a lasting

NOTE Confidence: 0.946962533333333

00:02:19.350 --> 00:02:21.540 memorial to Iris while providing an

NOTE Confidence: 0.946962533333333

00:02:21.540 --> 00:02:23.076 educational opportunity for physicians

NOTE Confidence: 0.946962533333333

00:02:23.076 --> 00:02:25.420 and staff for the benefit of patients.

NOTE Confidence: 0.946962533333333

00:02:25.420 --> 00:02:27.012 We are grateful to Doctor Fisher

NOTE Confidence: 0.946962533333333

00:02:27.012 --> 00:02:27.780 for his generous

NOTE Confidence: 0.94931066

00:02:27.780 --> 00:02:29.000 support and we are grateful

NOTE Confidence: 0.94931066

00:02:29.000 --> 00:02:30.220 for Doctor Patel for delivering

NOTE Confidence: 0.935642577777778

00:02:30.220 --> 00:02:31.905 this lectureship today. Please join

NOTE Confidence: 0.935642577777778

00:02:31.905 --> 00:02:34.020 me in welcoming Dr. Manali Patel.

NOTE Confidence: 0.92944707

00:02:38.520 --> 00:02:40.550 Thank you. I know Michaela from many

NOTE Confidence: 0.92944707

00:02:40.550 --> 00:02:43.112 eons ago and so it's nice to see so

NOTE Confidence: 0.92944707

00:02:43.112 --> 00:02:45.514 many familiar faces and also so many new

NOTE Confidence: 0.92944707

00:02:45.514 --> 00:02:47.392 faces that I've known more recently.

NOTE Confidence: 0.92944707

00:02:47.400 --> 00:02:49.560 And thank you all for joining in person.

NOTE Confidence: 0.92944707

00:02:49.560 --> 00:02:51.560 I really want this to be more interactive,

NOTE Confidence: 0.92944707

00:02:51.560 --> 00:02:54.956 so please ask questions, interrupt me,

NOTE Confidence: 0.92944707

00:02:54.960 --> 00:02:57.122 push it up against the the bar.

NOTE Confidence: 0.92944707

00:02:57.122 --> 00:02:59.089 I really want you to think outside

NOTE Confidence: 0.92944707

00:02:59.089 --> 00:03:00.973 the box and really push me in

NOTE Confidence: 0.92944707

00:03:00.973 --> 00:03:03.079 terms of what I'm presenting today.

NOTE Confidence: 0.92944707

00:03:03.080 --> 00:03:05.240 So I'm going to give a brief background.

NOTE Confidence: 0.92944707

00:03:05.240 --> 00:03:07.283 Of my work and why we started a lot

NOTE Confidence: 0.92944707

00:03:07.283 --> 00:03:09.560 of work and supportive cancer care

NOTE Confidence: 0.92944707

00:03:09.560 --> 00:03:12.221 delivery and then I'm going to focus on

NOTE Confidence: 0.92944707

00:03:12.221 --> 00:03:13.720 multilevel stakeholder engaged research,

NOTE Confidence: 0.92944707

00:03:13.720 --> 00:03:15.770 giving an example in supportive

NOTE Confidence: 0.92944707

00:03:15.770 --> 00:03:17.000 cancer care delivery,

NOTE Confidence: 0.92944707

00:03:17.000 --> 00:03:18.965 which are aspects of palliative

NOTE Confidence: 0.92944707

00:03:18.965 --> 00:03:21.516 care and then focus in on the why.

NOTE Confidence: 0.92944707

00:03:21.520 --> 00:03:25.004 For me, I love being first.

NOTE Confidence: 0.92944707

00:03:25.004 --> 00:03:27.520 How many of you all love being first?

NOTE Confidence: 0.92944707

00:03:27.520 --> 00:03:28.396 We're all competitive,

NOTE Confidence: 0.92944707

00:03:28.396 --> 00:03:31.240 so I know many of us want to be first.

NOTE Confidence: 0.92944707

00:03:31.240 --> 00:03:34.876 I actually don't like being first.

NOTE Confidence: 0.92944707

00:03:34.880 --> 00:03:37.430 In the amount that we're spending

NOTE Confidence: 0.92944707

00:03:37.430 --> 00:03:38.280 for healthcare.

NOTE Confidence: 0.92944707

00:03:38.280 --> 00:03:41.995 And why are we last in terms of

NOTE Confidence: 0.92944707

00:03:41.995 --> 00:03:43.720 our spending for social services?

NOTE Confidence: 0.93622824

00:03:46.000 --> 00:03:48.744 How many of you all saw this

NOTE Confidence: 0.93622824

00:03:48.744 --> 00:03:50.870 over the weekend? NPR. Yep.

NOTE Confidence: 0.93622824

00:03:50.870 --> 00:03:53.720 I see some folks saying yes.

NOTE Confidence: 0.93622824

00:03:53.720 --> 00:03:56.648 For all that money we are

NOTE Confidence: 0.93622824

00:03:56.648 --> 00:03:58.112 inputting into healthcare,

NOTE Confidence: 0.93622824

00:03:58.120 --> 00:04:00.280 why are we doing so poorly?

NOTE Confidence: 0.93622824

00:04:03.590 --> 00:04:04.430 And many will say, well,

NOTE Confidence: 0.93622824

00:04:04.430 --> 00:04:06.454 it's our COVID-19 policies.

NOTE Confidence: 0.93622824

00:04:06.454 --> 00:04:09.456 I'm sorry, the trend was

NOTE Confidence: 0.93622824

00:04:09.456 --> 00:04:12.104 beginning long before COVID-19.

NOTE Confidence: 0.93622824

00:04:12.110 --> 00:04:15.134 And so could it be this longterm

NOTE Confidence: 0.93622824

00:04:15.134 --> 00:04:19.710 shortchanging of social services?

NOTE Confidence: 0.93622824

00:04:19.710 --> 00:04:22.188 And then you look at cancer,

NOTE Confidence: 0.93622824

00:04:22.190 --> 00:04:25.950 which is all of our areas of expertise,

NOTE Confidence: 0.93622824

00:04:25.950 --> 00:04:30.150 this is completely unsustainable.

NOTE Confidence: 0.93622824

00:04:30.150 --> 00:04:31.950 How many of you all drive on the highways?

NOTE Confidence: 0.947801065

00:04:35.430 --> 00:04:38.802 When there's a pothole that comes out

NOTE Confidence: 0.947801065

00:04:38.802 --> 00:04:41.226 of the same bucket of congressional

NOTE Confidence: 0.947801065

00:04:41.226 --> 00:04:43.750 funding as paying for healthcare.

NOTE Confidence: 0.947801065

00:04:43.750 --> 00:04:47.158 So if utilizing most of the gross domestic

NOTE Confidence: 0.947801065

00:04:47.158 --> 00:04:49.297 product on healthcare expenditures,

NOTE Confidence: 0.947801065

00:04:49.297 --> 00:04:52.142 we have limited for other

NOTE Confidence: 0.947801065

00:04:52.142 --> 00:04:54.510 social care expenditures,

NOTE Confidence: 0.947801065

00:04:54.510 --> 00:04:57.426 limited funding to fix our roads,

NOTE Confidence: 0.947801065

00:04:57.430 --> 00:05:00.450 limited funding through K through

NOTE Confidence: 0.947801065

00:05:00.450 --> 00:05:02.098 12 education. You name it,

NOTE Confidence: 0.94427896

00:05:05.260 --> 00:05:06.700 and despite all this money,

NOTE Confidence: 0.94427896

00:05:06.700 --> 00:05:09.538 we are investing into cancer care,

NOTE Confidence: 0.94427896

00:05:09.540 --> 00:05:11.700 especially at the end of life.

NOTE Confidence: 0.94427896

00:05:11.700 --> 00:05:14.580 We see really horrible care.

NOTE Confidence: 0.94427896

00:05:14.580 --> 00:05:18.576 How many of you all have had a patient

NOTE Confidence: 0.94427896

00:05:18.580 --> 00:05:21.538 that was unaware of their prognosis

NOTE Confidence: 0.94427896

00:05:21.540 --> 00:05:23.856 when they were nearing their death?

NOTE Confidence: 0.913266175

00:05:27.500 --> 00:05:30.185 Many of our patients are

NOTE Confidence: 0.913266175

00:05:30.185 --> 00:05:31.796 experiencing undertreated symptoms.

NOTE Confidence: 0.913266175

00:05:31.800 --> 00:05:33.348 We also see this large shift

NOTE Confidence: 0.913266175

00:05:33.348 --> 00:05:34.600 and I've heard about it.

NOTE Confidence: 0.913266175

00:05:34.600 --> 00:05:36.896 What you all are building here in this

NOTE Confidence: 0.913266175

00:05:36.896 --> 00:05:39.000 network is actually quite different.

NOTE Confidence: 0.913266175

00:05:39.000 --> 00:05:41.744 But out in the the real world

NOTE Confidence: 0.913266175

00:05:41.744 --> 00:05:42.920 outside of Connecticut,

NOTE Confidence: 0.913266175

00:05:42.920 --> 00:05:46.660 we see this huge shift of care from

NOTE Confidence: 0.913266175

00:05:46.660 --> 00:05:49.496 community based settings into these

NOTE Confidence: 0.913266175

00:05:49.496 --> 00:05:52.154 large hospital conglomerates and then

NOTE Confidence: 0.913266175

00:05:52.154 --> 00:05:55.073 we also see tacked on facility charges.

NOTE Confidence: 0.913266175

00:05:55.080 --> 00:05:59.084 So not only is care then centralized.

NOTE Confidence: 0.913266175

00:05:59.090 --> 00:06:02.247 And away from people in their communities.

NOTE Confidence: 0.913266175

00:06:02.250 --> 00:06:05.646 But then it's also more expensive

NOTE Confidence: 0.913266175

00:06:05.650 --> 00:06:10.530 for the same product. Fascinating.

NOTE Confidence: 0.913266175

00:06:10.530 --> 00:06:14.170 Then my own area of expertise is disparities.

NOTE Confidence: 0.913266175

00:06:14.170 --> 00:06:16.638 We see persistent disparities

NOTE Confidence: 0.913266175

00:06:16.638 --> 00:06:19.009 by socioeconomic status, race,

NOTE Confidence: 0.913266175

00:06:19.009 --> 00:06:19.528 ethnicity,

NOTE Confidence: 0.913266175

00:06:19.528 --> 00:06:21.085 demographic characteristics that

NOTE Confidence: 0.913266175

00:06:21.085 --> 00:06:24.689 are largely due to the lack of

NOTE Confidence: 0.913266175

00:06:24.689 --> 00:06:27.009 expenditure for social care services.

NOTE Confidence: 0.913266175

00:06:27.010 --> 00:06:28.850 That continue across the continuum.

NOTE Confidence: 0.935780977777778

00:06:30.970 --> 00:06:34.327 How many of you all have seen this graph?

NOTE Confidence: 0.935780977777778

00:06:34.330 --> 00:06:37.210 Robin Yaborov, good friend of ours,

NOTE Confidence: 0.935780977777778

00:06:37.210 --> 00:06:39.098 the American Cancer Society,

NOTE Confidence: 0.935780977777778

00:06:39.098 --> 00:06:41.930 I love this U-shaped curve because

NOTE Confidence: 0.935780977777778

00:06:42.010 --> 00:06:43.980 it shows you and I know when I walk

NOTE Confidence: 0.935780977777778

00:06:43.980 --> 00:06:45.055 away they're not going to be able

NOTE Confidence: 0.935780977777778

00:06:45.055 --> 00:06:47.530 to hear me on zoom, is that right?

NOTE Confidence: 0.935780977777778

00:06:47.530 --> 00:06:49.980 But what's wonderful about it is it

NOTE Confidence: 0.935780977777778

00:06:49.980 --> 00:06:52.649 shows you this peri diagnostic phase.

NOTE Confidence: 0.935780977777778

00:06:52.650 --> 00:06:55.596 There's this huge uptick and uprise.

NOTE Confidence: 0.935780977777778

00:06:55.600 --> 00:06:58.696 That coincides with when patients have

NOTE Confidence: 0.935780977777778

00:06:58.696 --> 00:07:01.720 the worst experiences with their care.

NOTE Confidence: 0.935780977777778

00:07:01.720 --> 00:07:04.198 So not only when they're becoming

NOTE Confidence: 0.935780977777778

00:07:04.198 --> 00:07:07.239 diagnosed and going through the flurry of

NOTE Confidence: 0.935780977777778

00:07:07.239 --> 00:07:10.880 activity during diagnosis with treatments,

NOTE Confidence: 0.935780977777778

00:07:10.880 --> 00:07:12.520 but then also at the end of life,

NOTE Confidence: 0.935780977777778

00:07:12.520 --> 00:07:15.248 you see this sharp uprise and it doesn't

NOTE Confidence: 0.935780977777778

00:07:15.248 --> 00:07:17.477 matter how long your survival is,

NOTE Confidence: 0.935780977777778

00:07:17.480 --> 00:07:20.320 you see this same pattern.

NOTE Confidence: 0.935780977777778

00:07:20.320 --> 00:07:22.520 And I think she revised this most recently.

NOTE Confidence: 0.935780977777778

00:07:22.520 --> 00:07:24.200 So the only thing that's changed essentially,

NOTE Confidence: 0.935780977777778

00:07:24.200 --> 00:07:28.205 is the Y axis. It's much more expensive now.

NOTE Confidence: 0.935780977777778

00:07:28.210 --> 00:07:30.127 How many of you all know of Don Berwick?

NOTE Confidence: 0.929942463333334

00:07:32.450 --> 00:07:34.893 He challenged us in 2008 and said

NOTE Confidence: 0.929942463333334

00:07:34.893 --> 00:07:37.970 he was a medpac commissioner and

NOTE Confidence: 0.929942463333334

00:07:37.970 --> 00:07:39.410 thought about these disruptive

NOTE Confidence: 0.929942463333334

00:07:39.410 --> 00:07:41.426 innovations in in, in healthcare.

NOTE Confidence: 0.929942463333334

00:07:41.426 --> 00:07:45.170 Why is it that in every other sector,

NOTE Confidence: 0.929942463333334

00:07:45.170 --> 00:07:47.486 when a new technology is developed,

NOTE Confidence: 0.929942463333334

00:07:47.490 --> 00:07:51.288 the cost come down, you think about

NOTE Confidence: 0.929942463333334

00:07:51.288 --> 00:07:55.210 the first iPhone first CT scanner.

NOTE Confidence: 0.929942463333334

00:07:55.210 --> 00:07:57.406 But in medicine, it tends to be the opposite.

NOTE Confidence: 0.929942463333334

00:07:57.410 --> 00:08:00.728 We're we don't have very many interventions

NOTE Confidence: 0.929942463333334

00:08:00.730 --> 00:08:03.442 that achieve this whole triple aim

NOTE Confidence: 0.929942463333334

00:08:03.442 --> 00:08:05.250 of improving population health,

NOTE Confidence: 0.929942463333334

00:08:05.250 --> 00:08:06.888 bettering patient experiences

NOTE Confidence: 0.929942463333334

00:08:06.888 --> 00:08:10.164 and reducing total cost of care.

NOTE Confidence: 0.929942463333334

00:08:10.170 --> 00:08:12.195 You may see some interventions

NOTE Confidence: 0.929942463333334

00:08:12.195 --> 00:08:15.409 that may do 2 out of the three,

NOTE Confidence: 0.929942463333334

00:08:15.410 --> 00:08:17.570 but not interventions that

NOTE Confidence: 0.929942463333334

00:08:17.570 --> 00:08:19.730 can achieve all three.

NOTE Confidence: 0.929942463333334

00:08:19.730 --> 00:08:22.386 And he challenged us as a nation and

NOTE Confidence: 0.929942463333334

00:08:22.386 --> 00:08:25.016 said if we really want to ensure.

NOTE Confidence: 0.929942463333334

00:08:25.020 --> 00:08:28.740 That our population is better overall and

NOTE Confidence: 0.929942463333334

00:08:28.740 --> 00:08:32.380 that we have some GDP left for social cares.

NOTE Confidence: 0.929942463333334

00:08:32.380 --> 00:08:35.204 We really have to tackle this

NOTE Confidence: 0.929942463333334

00:08:35.204 --> 00:08:37.220 cost problem in healthcare,

NOTE Confidence: 0.929942463333334

00:08:37.220 --> 00:08:39.215 but also think about our interventions such

NOTE Confidence: 0.929942463333334

00:08:39.215 --> 00:08:41.258 that we're not decreasing the quality.

NOTE Confidence: 0.86972069

00:08:44.820 --> 00:08:46.300 I know Makayla knows this,

NOTE Confidence: 0.86972069

00:08:46.300 --> 00:08:49.540 but community based participatory research?

NOTE Confidence: 0.86972069

00:08:49.540 --> 00:08:53.271 Raise hands if you know this about it, okay?

NOTE Confidence: 0.86972069

00:08:53.271 --> 00:08:55.773 I learned a very critical lesson,

NOTE Confidence: 0.86972069

00:08:55.780 --> 00:08:59.882 so I went into medical school at UNC and I'd

NOTE Confidence: 0.86972069

00:08:59.882 --> 00:09:02.899 really hoped to be a global practitioner.

NOTE Confidence: 0.86972069

00:09:02.900 --> 00:09:05.119 And I went into the traditional medical

NOTE Confidence: 0.86972069

00:09:05.119 --> 00:09:07.452 school training and it was right across the

14

NOTE Confidence: 0.86972069

00:09:07.452 --> 00:09:09.580 street from the School of Public Health.

NOTE Confidence: 0.86972069

00:09:09.580 --> 00:09:11.660 But there was little interplay.

NOTE Confidence: 0.86972069

00:09:11.660 --> 00:09:12.350 I love UNC.

NOTE Confidence: 0.86972069

00:09:12.350 --> 00:09:14.079 I'm a Tar hill born, Tar hill bred.

NOTE Confidence: 0.86972069

00:09:14.079 --> 00:09:17.220 When I die, I'm a tar hill dead.

NOTE Confidence: 0.86972069

00:09:17.220 --> 00:09:18.924 But what I hated about medical

NOTE Confidence: 0.86972069

00:09:18.924 --> 00:09:20.810 school and what led me to think.

NOTE Confidence: 0.86972069

00:09:20.810 --> 00:09:22.810 Whether medicine was really in it for me,

NOTE Confidence: 0.86972069

00:09:22.810 --> 00:09:24.610 is this the right career,

NOTE Confidence: 0.86972069

00:09:24.610 --> 00:09:26.870 was that there was this

NOTE Confidence: 0.86972069

00:09:26.870 --> 00:09:29.130 lack of focus on prevention,

NOTE Confidence: 0.86972069

00:09:29.130 --> 00:09:30.966 but this huge focus on treatment,

NOTE Confidence: 0.86972069

00:09:30.970 --> 00:09:32.642 and I'm going to talk a little bit

NOTE Confidence: 0.86972069

00:09:32.642 --> 00:09:33.952 later about why potentially that

NOTE Confidence: 0.86972069

00:09:33.952 --> 00:09:35.644 may be in this consumerist society.

NOTE Confidence: 0.86972069

00:09:35.650 --> 00:09:37.603 And so I did my master's in public health.

NOTE Confidence: 0.86972069

00:09:37.610 --> 00:09:40.467 I took a year off, year off, right.

NOTE Confidence: 0.86972069

00:09:40.467 --> 00:09:42.501 It was actually a very difficult

NOTE Confidence: 0.86972069

00:09:42.501 --> 00:09:44.640 year in the public health degree

NOTE Confidence: 0.86972069

00:09:44.640 --> 00:09:46.370 space and did my practicum.

NOTE Confidence: 0.86972069

00:09:46.370 --> 00:09:47.768 So as part of your thesis,

NOTE Confidence: 0.86972069

00:09:47.770 --> 00:09:49.604 you have to write up a practicum.

NOTE Confidence: 0.86972069

00:09:49.610 --> 00:09:51.834 And I decided to go back to a

NOTE Confidence: 0.86972069

00:09:51.834 --> 00:09:53.750 community that had worked in as

NOTE Confidence: 0.86972069

00:09:53.750 --> 00:09:55.365 an undergrad and in Honduras.

NOTE Confidence: 0.86972069

00:09:55.370 --> 00:09:57.911 And as one of the key principles

NOTE Confidence: 0.86972069

00:09:57.911 --> 00:09:59.865 of community based participatory

NOTE Confidence: 0.86972069

00:09:59.865 --> 00:10:02.030 research is this understanding

NOTE Confidence: 0.86972069

00:10:02.030 --> 00:10:04.330 that communities know the problem

NOTE Confidence: 0.86972069

00:10:04.330 --> 00:10:06.970 and they also know the solutions.

NOTE Confidence: 0.86972069

00:10:06.970 --> 00:10:09.970 And so as researchers and as

NOTE Confidence: 0.86972069

00:10:09.970 --> 00:10:11.278 budding medical physicians,

NOTE Confidence: 0.86972069

00:10:11.278 --> 00:10:13.894 we always like to do what

NOTE Confidence: 0.86972069

00:10:13.894 --> 00:10:15.718 I call global tourism.

NOTE Confidence: 0.86972069

00:10:15.718 --> 00:10:18.454 Where we go in, we take our ideas,

NOTE Confidence: 0.86972069

00:10:18.454 --> 00:10:19.550 hey, we have this great idea.

NOTE Confidence: 0.86972069

00:10:19.550 --> 00:10:21.430 We're going to input it in your system

NOTE Confidence: 0.86972069

00:10:21.430 --> 00:10:23.458 and not really knowing if that's

NOTE Confidence: 0.86972069

00:10:23.458 --> 00:10:25.428 really what the community needs.

NOTE Confidence: 0.86972069

00:10:25.430 --> 00:10:27.866 And so I thought I would really

NOTE Confidence: 0.86972069

00:10:27.866 --> 00:10:29.730 focus on diabetes, food insecurity,

NOTE Confidence: 0.86972069

00:10:29.730 --> 00:10:32.190 housing and security in this community.

NOTE Confidence: 0.86972069

00:10:32.190 --> 00:10:34.675 But instead I heard from the community

NOTE Confidence: 0.86972069

00:10:34.675 --> 00:10:37.110 Members what the main problem was,

NOTE Confidence: 0.86972069

00:10:37.110 --> 00:10:38.700 was cervical cancer,

NOTE Confidence: 0.86972069

00:10:38.700 --> 00:10:41.350 women dying from cervical cancer.

NOTE Confidence: 0.86972069

00:10:41.350 --> 00:10:41.740 Now,

NOTE Confidence: 0.86972069

00:10:41.740 --> 00:10:44.080 this was long before the connection

NOTE Confidence: 0.86972069

00:10:44.080 --> 00:10:46.060 with HPV had been made.

NOTE Confidence: 0.86972069

00:10:46.060 --> 00:10:49.714 And what they said was we have lots and

NOTE Confidence: 0.86972069

00:10:49.714 --> 00:10:53.540 lots of women dying from cervical cancer.

NOTE Confidence: 0.86972069

00:10:53.540 --> 00:10:54.308 Makes sense.

NOTE Confidence: 0.86972069

00:10:54.308 --> 00:10:54.692 Now,

NOTE Confidence: 0.86972069

00:10:54.692 --> 00:10:57.380 this was a migrant farm working population.

NOTE Confidence: 0.86972069

00:10:57.380 --> 00:10:59.300 They were coming to areas of North Carolina,

NOTE Confidence: 0.86972069

00:10:59.300 --> 00:11:02.260 going back and transmitting HPB.

NOTE Confidence: 0.86972069

00:11:02.260 --> 00:11:04.234 And thus lots of women were

NOTE Confidence: 0.86972069

00:11:04.234 --> 00:11:06.540 dying and there was no screening.

NOTE Confidence: 0.86972069

00:11:06.540 --> 00:11:08.070 So I came back to the United States and I

NOTE Confidence: 0.86972069

00:11:08.113 --> 00:11:09.893 said, Oh my gosh, what did I get myself into?

NOTE Confidence: 0.86972069

00:11:09.900 --> 00:11:10.248 Right?

NOTE Confidence: 0.86972069

00:11:10.248 --> 00:11:12.336 I know nothing about cervical cancer.

NOTE Confidence: 0.86972069

00:11:12.340 --> 00:11:14.360 I'm an internist, right,

NOTE Confidence: 0.86972069

00:11:14.360 --> 00:11:15.370 budding internist.

NOTE Confidence: 0.86972069

00:11:15.370 --> 00:11:18.194 So I came back and asked 2 budding

NOTE Confidence: 0.86972069

00:11:18.194 --> 00:11:21.029 OB gine Med students if they would

NOTE Confidence: 0.86972069

00:11:21.029 --> 00:11:24.244 help me and we went back and we heard

NOTE Confidence: 0.86972069

00:11:24.244 --> 00:11:26.558 from the community members and they

NOTE Confidence: 0.86972069

00:11:26.558 --> 00:11:30.529 said how do you screen for cervical cancer?

NOTE Confidence: 0.86972069

00:11:30.530 --> 00:11:34.765 Why can we not provide the screening?

NOTE Confidence: 0.86972069

00:11:34.770 --> 00:11:37.770 How ingenious?

NOTE Confidence: 0.86972069

00:11:37.770 --> 00:11:40.822 What differentiates me as a medical student

NOTE Confidence: 0.86972069

00:11:40.822 --> 00:11:43.330 from community members in the community?

NOTE Confidence: 0.86972069

00:11:43.330 --> 00:11:43.954 How can we?

NOTE Confidence: 0.86972069

00:11:43.954 --> 00:11:44.370 You know,

NOTE Confidence: 0.86972069

00:11:44.370 --> 00:11:45.426 the question came up.

NOTE Confidence: 0.86972069

00:11:45.426 --> 00:11:45.690 Well,

NOTE Confidence: 0.86972069

00:11:45.690 --> 00:11:48.130 we don't have the infrastructure.

NOTE Confidence: 0.9452853

00:11:48.130 --> 00:11:49.840 We've got sticks.

NOTE Confidence: 0.9452853

00:11:49.840 --> 00:11:52.690 So we made wooden stirrups.

NOTE Confidence: 0.9452853

00:11:52.690 --> 00:11:54.970 We have headlamps.

NOTE Confidence: 0.9452853

00:11:54.970 --> 00:11:57.625 And just as easily as we were trained in

NOTE Confidence: 0.9452853

00:11:57.625 --> 00:11:59.770 medical school to conduct PAP smears,

NOTE Confidence: 0.9452853

00:11:59.770 --> 00:12:02.150 so can community members in

NOTE Confidence: 0.9452853

00:12:02.150 --> 00:12:04.530 their own community be trained.

NOTE Confidence: 0.9452853

00:12:04.530 --> 00:12:06.966 But who's going to pay for it?

NOTE Confidence: 0.9452853

00:12:06.970 --> 00:12:08.980 So the other principle of public

NOTE Confidence: 0.9452853

00:12:08.980 --> 00:12:11.710 health is the number needed to screen

NOTE Confidence: 0.9452853

00:12:11.710 --> 00:12:14.330 and the number needed to treat.

NOTE Confidence: 0.9452853

00:12:14.330 --> 00:12:17.093 And it was a very eye opening experience for

NOTE Confidence: 0.9452853

00:12:17.093 --> 00:12:19.888 me to think about following the dollars.

NOTE Confidence: 0.9452853

00:12:19.890 --> 00:12:23.026 If you're really going to make an

NOTE Confidence: 0.9452853

00:12:23.026 --> 00:12:24.570 intervention sustainable, that's great.

NOTE Confidence: 0.9452853

00:12:24.570 --> 00:12:25.850 As a UNC practicum,

NOTE Confidence: 0.9452853

00:12:25.850 --> 00:12:27.565 I've got a small bucket of funding.

NOTE Confidence: 0.9452853

00:12:27.570 --> 00:12:30.788 I can come here, do some pap smears, go back.

NOTE Confidence: 0.9452853

00:12:30.788 --> 00:12:32.433 What's going to happen when

NOTE Confidence: 0.9452853

00:12:32.433 --> 00:12:33.810 that funding is gone?

NOTE Confidence: 0.9452853

00:12:33.810 --> 00:12:34.809 The program ends.

NOTE Confidence: 0.941930755

00:12:37.850 --> 00:12:39.566 So to create a sustainable model,

NOTE Confidence: 0.941930755

00:12:39.570 --> 00:12:41.280 you have to engage other

NOTE Confidence: 0.941930755

00:12:41.280 --> 00:12:42.648 people in the community.

NOTE Confidence: 0.941930755

00:12:42.650 --> 00:12:44.708 Where were people going when they

NOTE Confidence: 0.941930755

00:12:44.708 --> 00:12:46.530 were diagnosed with cervical cancer?

NOTE Confidence: 0.941930755

00:12:46.530 --> 00:12:48.046 Well, they weren't diagnosed.

NOTE Confidence: 0.941930755

00:12:48.046 --> 00:12:50.320 They were actually going to the

NOTE Confidence: 0.941930755

00:12:50.386 --> 00:12:52.436 local Planned Parenthood and dying

NOTE Confidence: 0.941930755

00:12:52.436 --> 00:12:54.486 in that facility from symptoms,

NOTE Confidence: 0.941930755

21

00:12:54.490 --> 00:12:58.768 from other disease burden, from bleeding.

NOTE Confidence: 0.941930755

00:12:58.770 --> 00:13:01.115 And all of that cost was being

NOTE Confidence: 0.941930755

00:13:01.115 --> 00:13:02.890 borne by this facility.

NOTE Confidence: 0.941930755

00:13:02.890 --> 00:13:03.460 Guess what?

NOTE Confidence: 0.941930755

00:13:03.460 --> 00:13:04.885 I bet they would pay

NOTE Confidence: 0.92159175

00:13:06.970 --> 00:13:09.166 for the number needed to screen

NOTE Confidence: 0.92159175

00:13:09.170 --> 00:13:10.688 to do all of the samples.

NOTE Confidence: 0.92159175

00:13:10.690 --> 00:13:12.370 Evaluate all the.

NOTE Confidence: 0.92159175

00:13:12.370 --> 00:13:14.610 Coposcopies and also conduct

NOTE Confidence: 0.92159175

00:13:14.610 --> 00:13:16.346 the Coposcopies now,

NOTE Confidence: 0.92159175

00:13:16.346 --> 00:13:18.810 over 20 years later.

NOTE Confidence: 0.92159175

00:13:18.810 --> 00:13:20.885 Guess who's teaching UNC students

NOTE Confidence: 0.92159175

00:13:20.885 --> 00:13:23.290 in the summer how to do Pap smears?

NOTE Confidence: 0.925972333333333

00:13:26.090 --> 00:13:29.408 Sustainable model not dependent on us,

NOTE Confidence: 0.925972333333333

00:13:29.410 --> 00:13:32.530 and the Community knew the solution.

NOTE Confidence: 0.925972333333333

00:13:32.530 --> 00:13:34.770 Had I gone in with my own idea,

NOTE Confidence: 0.925972333333333

00:13:34.770 --> 00:13:36.289 it would have turned into a very

NOTE Confidence: 0.925972333333333

00:13:36.289 --> 00:13:37.570 different project that may have

NOTE Confidence: 0.925972333333333

00:13:37.570 --> 00:13:38.446 been completely meaningless.

NOTE Confidence: 0.941371686666667

00:13:41.120 --> 00:13:41.988 I went to Stanford.

NOTE Confidence: 0.941371686666667

00:13:41.988 --> 00:13:43.073 I'm looking at Pam because,

NOTE Confidence: 0.941371686666667

00:13:43.080 --> 00:13:44.280 you know, Stanford is a silicon.

NOTE Confidence: 0.941371686666667

00:13:44.280 --> 00:13:45.792 How many of you all have been to California?

NOTE Confidence: 0.941371686666667

00:13:45.800 --> 00:13:48.320 Silicon Valley.

NOTE Confidence: 0.941371686666667

00:13:48.320 --> 00:13:50.060 It's like community based

NOTE Confidence: 0.941371686666667

00:13:50.060 --> 00:13:52.235 participatory research with A twist.

NOTE Confidence: 0.941371686666667

00:13:52.240 --> 00:13:53.216 Is this design school?

NOTE Confidence: 0.941371686666667

00:13:53.216 --> 00:13:55.600 So many of you have an iPhone, right?

NOTE Confidence: 0.941371686666667

00:13:55.600 --> 00:13:58.253 What was ingenious about Stanford, right?

NOTE Confidence: 0.941371686666667

00:13:58.253 --> 00:13:59.518 They are always trying to

NOTE Confidence: 0.941371686666667

00:13:59.518 --> 00:14:00.880 create ways to make money.

NOTE Confidence: 0.941371686666667

00:14:00.880 --> 00:14:02.800 So this huge startup culture,

NOTE Confidence: 0.941371686666667

00:14:02.800 --> 00:14:05.019 they created the school then that would

NOTE Confidence: 0.941371686666667

00:14:05.019 --> 00:14:07.233 teach people about how to make companies

NOTE Confidence: 0.941371686666667

00:14:07.233 --> 00:14:09.039 that would get more market share.

NOTE Confidence: 0.941371686666667

00:14:09.040 --> 00:14:10.933 So you involve the consumers, right?

NOTE Confidence: 0.941371686666667

00:14:10.933 --> 00:14:13.917 If you have a product like an iPhone,

NOTE Confidence: 0.941371686666667

00:14:13.920 --> 00:14:17.545 maybe go out and codesign it with the people

NOTE Confidence: 0.941371686666667

00:14:17.545 --> 00:14:19.915 that would potentially buy the iPhone,

NOTE Confidence: 0.941371686666667

00:14:19.920 --> 00:14:21.588 such as then you're going to

NOTE Confidence: 0.941371686666667

00:14:21.588 --> 00:14:23.349 design A product that's going to

NOTE Confidence: 0.941371686666667

00:14:23.349 --> 00:14:25.113 be more applicable to other people,

NOTE Confidence: 0.941371686666667

00:14:25.120 --> 00:14:27.600 like the people that you designed it with.

NOTE Confidence: 0.941371686666667

00:14:27.600 --> 00:14:28.920 But if you think about what they do,

NOTE Confidence: 0.941371686666667

00:14:28.920 --> 00:14:31.422 it's actually the same concept of

NOTE Confidence: 0.941371686666667

00:14:31.422 --> 00:14:34.390 listening to consumers and building this

NOTE Confidence: 0.941371686666667

00:14:34.390 --> 00:14:37.054 out now if you think about supportive

24

NOTE Confidence: 0.941371686666667

00:14:37.054 --> 00:14:39.200 cancer care and trying to achieve.

NOTE Confidence: 0.941371686666667

00:14:39.200 --> 00:14:39.520 Actually,

NOTE Confidence: 0.941371686666667

00:14:39.520 --> 00:14:41.120 not even supportive cancer care,

NOTE Confidence: 0.941371686666667

00:14:41.120 --> 00:14:43.520 but just care in general

NOTE Confidence: 0.941371686666667

00:14:43.520 --> 00:14:45.440 and healthcare in general.

NOTE Confidence: 0.941371686666667

00:14:45.440 --> 00:14:49.260 There has to be an alignment of

NOTE Confidence: 0.941371686666667

00:14:49.260 --> 00:14:52.856 goals and also financial payment

NOTE Confidence: 0.941371686666667

00:14:52.856 --> 00:14:56.720 models across each of these groups.

NOTE Confidence: 0.941371686666667

00:14:56.720 --> 00:14:58.904 But where we're lacking in Healthcare is

NOTE Confidence: 0.941371686666667

00:14:58.904 --> 00:15:00.839 that there's always this misalignment.

NOTE Confidence: 0.941371686666667

00:15:00.840 --> 00:15:03.336 And so I'm going to walk you through

NOTE Confidence: 0.941371686666667

00:15:03.336 --> 00:15:05.846 one example where we focused in on that.

NOTE Confidence: 0.941371686666667

00:15:05.850 --> 00:15:07.690 Uptick of EU shaped curve,

NOTE Confidence: 0.941371686666667

00:15:07.690 --> 00:15:10.364 the right side of EU shaped curve

NOTE Confidence: 0.941371686666667

00:15:10.370 --> 00:15:13.546 because at the end of life many patients

NOTE Confidence: 0.941371686666667

00:15:13.546 --> 00:15:16.088 are experiencing unwanted acute care use,

NOTE Confidence: 0.941371686666667

00:15:16.090 --> 00:15:17.650 unwanted healthcare expenditures

NOTE Confidence: 0.941371686666667

00:15:17.650 --> 00:15:20.250 at a very high cost.

NOTE Confidence: 0.941371686666667

00:15:20.250 --> 00:15:22.610 So that's low yield if we want to

NOTE Confidence: 0.941371686666667

00:15:22.610 --> 00:15:24.970 try to achieve the triple aim.

NOTE Confidence: 0.941371686666667

00:15:24.970 --> 00:15:28.061 So we started off with this combined

NOTE Confidence: 0.941371686666667

00:15:28.061 --> 00:15:30.767 Amalga rhythm of the design school

NOTE Confidence: 0.941371686666667

00:15:30.767 --> 00:15:33.569 and the community based participatory

NOTE Confidence: 0.941371686666667

00:15:33.569 --> 00:15:34.937 research methods.

NOTE Confidence: 0.941371686666667

00:15:34.940 --> 00:15:36.896 So we asked patients and caregivers,

NOTE Confidence: 0.941371686666667

00:15:36.900 --> 00:15:39.175 which is clearly what you would do

NOTE Confidence: 0.941371686666667

00:15:39.175 --> 00:15:40.767 with community members and CBPR,

NOTE Confidence: 0.941371686666667

00:15:40.767 --> 00:15:43.089 what were the barriers and the

NOTE Confidence: 0.941371686666667

00:15:43.089 --> 00:15:45.040 challenges and what would some

NOTE Confidence: 0.941371686666667

00:15:45.040 --> 00:15:47.194 solutions look like if you were

NOTE Confidence: 0.941371686666667

00:15:47.194 --> 00:15:49.575 to create a system focused on end

NOTE Confidence: 0.941371686666667

00:15:49.575 --> 00:15:51.626 of life cancer care delivery that

NOTE Confidence: 0.941371686666667

00:15:51.626 --> 00:15:53.256 looked very different than the

NOTE Confidence: 0.941371686666667

00:15:53.256 --> 00:15:54.780 one that you're currently in.

NOTE Confidence: 0.941371686666667

00:15:54.780 --> 00:15:58.175 We also did the same with clinicians

NOTE Confidence: 0.941371686666667

00:15:58.180 --> 00:16:00.007 and then we included a critical piece

NOTE Confidence: 0.941371686666667

00:16:00.007 --> 00:16:01.977 that we learned from the design school,

NOTE Confidence: 0.941371686666667

00:16:01.980 --> 00:16:05.316 which was this idea of payers.

NOTE Confidence: 0.941371686666667

00:16:05.320 --> 00:16:06.840 As well as policymakers.

NOTE Confidence: 0.938815971428572

00:16:09.640 --> 00:16:12.237 And surprising to me is a wideeyed,

NOTE Confidence: 0.938815971428572

00:16:12.240 --> 00:16:13.392 bushytailed fellow who was

NOTE Confidence: 0.938815971428572

00:16:13.392 --> 00:16:15.120 kind of in my little realm,

NOTE Confidence: 0.938815971428572

00:16:15.120 --> 00:16:17.380 really not thinking about

NOTE Confidence: 0.938815971428572

00:16:17.380 --> 00:16:19.075 the financial misalignment.

NOTE Confidence: 0.938815971428572

00:16:19.080 --> 00:16:21.175 What I heard from clinicians

NOTE Confidence: 0.938815971428572

00:16:21.175 --> 00:16:23.270 and from healthcare systems was

NOTE Confidence: 0.938815971428572

00:16:23.343 --> 00:16:25.436 this is the right thing to do,

NOTE Confidence: 0.938815971428572

00:16:25.440 --> 00:16:27.708 but if we were to reduce emergency

NOTE Confidence: 0.938815971428572

00:16:27.708 --> 00:16:29.134 department visits and hospitalizations

NOTE Confidence: 0.938815971428572

00:16:29.134 --> 00:16:31.074 like what Hospice and palliative

NOTE Confidence: 0.938815971428572

00:16:31.074 --> 00:16:33.270 care are meant to help with?

NOTE Confidence: 0.938815971428572

00:16:33.270 --> 00:16:34.350 Local concordant care,

NOTE Confidence: 0.938815971428572

00:16:34.350 --> 00:16:37.221 usually patients will choose not to be in

NOTE Confidence: 0.938815971428572

00:16:37.221 --> 00:16:40.029 a hospital setting at the end of life.

NOTE Confidence: 0.938815971428572

00:16:40.030 --> 00:16:41.070 There goes our bottom line.

NOTE Confidence: 0.935221825

00:16:43.430 --> 00:16:48.790 And I was shocked, but it made sense.

NOTE Confidence: 0.935221825

00:16:48.790 --> 00:16:51.523 And so we heard from communities that they

NOTE Confidence: 0.935221825

00:16:51.523 --> 00:16:54.250 wanted to be a part of the the, the product.

NOTE Confidence: 0.935221825

00:16:54.250 --> 00:16:55.870 They want to codesign the product.

NOTE Confidence: 0.935221825

00:16:55.870 --> 00:16:58.054 They are often not involved in

NOTE Confidence: 0.935221825

00:16:58.054 --> 00:17:00.269 palliative care efforts and we heard

NOTE Confidence: 0.935221825

00:17:00.269 --> 00:17:02.507 from patients that it was easier.

NOTE Confidence: 0.935221825

00:17:02.510 --> 00:17:05.170 To talk to people in the waiting

NOTE Confidence: 0.935221825

00:17:05.170 --> 00:17:07.150 room about their prognosis and their

NOTE Confidence: 0.935221825

00:17:07.150 --> 00:17:09.670 questions about end of life, cancer care,

NOTE Confidence: 0.95232968

00:17:11.750 --> 00:17:13.230 what questions they should ask.

NOTE Confidence: 0.95232968

00:17:13.230 --> 00:17:15.302 They were getting activated in the waiting

NOTE Confidence: 0.95232968

00:17:15.302 --> 00:17:17.668 room by other people in the waiting room,

NOTE Confidence: 0.95232968

00:17:17.670 --> 00:17:21.234 peers, and they felt less comfortable talking

NOTE Confidence: 0.95232968

00:17:21.234 --> 00:17:24.910 about these issues with their clinicians.

NOTE Confidence: 0.95232968

00:17:24.910 --> 00:17:27.350 And then the clinicians of course said lack

NOTE Confidence: 0.95232968

00:17:27.350 --> 00:17:30.091 of time and also some considerations that

NOTE Confidence: 0.95232968

00:17:30.091 --> 00:17:32.580 palliative care and Hospice weren't quite.

NOTE Confidence: 0.95232968

00:17:32.580 --> 00:17:34.303 Read they weren't quite ready, right?

NOTE Confidence: 0.95232968

00:17:34.303 --> 00:17:36.481 Patients may not quite be ready

NOTE Confidence: 0.95232968

00:17:36.481 --> 00:17:38.739 for some of these services.

NOTE Confidence: 0.95232968

00:17:38.740 --> 00:17:40.420 And so we have the same players,

NOTE Confidence: 0.95232968

00:17:40.420 --> 00:17:41.924 same stakeholders.

NOTE Confidence: 0.95232968

00:17:41.924 --> 00:17:45.590 Create a model where we long

NOTE Confidence: 0.95232968

00:17:45.590 --> 00:17:48.420 before the A/C A in 2012.

NOTE Confidence: 0.95232968

00:17:48.420 --> 00:17:51.780 We had them design an ideal approach

NOTE Confidence: 0.95232968

00:17:51.780 --> 00:17:54.118 that would align their goals and also

NOTE Confidence: 0.95232968

00:17:54.118 --> 00:17:56.419 would be aligned by financial values.

NOTE Confidence: 0.95232968

00:17:56.420 --> 00:17:58.574 And what they landed on was

NOTE Confidence: 0.95232968

00:17:58.574 --> 00:18:00.540 training a community health worker.

NOTE Confidence: 0.95232968

00:18:00.540 --> 00:18:04.036 For a peer support navigator to help

NOTE Confidence: 0.95232968

00:18:04.036 --> 00:18:05.976 them understand concepts of values,

NOTE Confidence: 0.95232968

00:18:05.980 --> 00:18:09.165 goals, preferences outside of our 15 to

NOTE Confidence: 0.95232968

00:18:09.165 --> 00:18:13.860 30 minute visit in the oncology clinic,

NOTE Confidence: 0.95232968

00:18:13.860 --> 00:18:15.940 they also had wanted someone to call them.

NOTE Confidence: 0.95232968

00:18:15.940 --> 00:18:18.379 And again this was long before E pros right?

NOTE Confidence: 0.95232968

00:18:18.380 --> 00:18:20.487 E pros have not been up and

NOTE Confidence: 0.95232968

00:18:20.487 --> 00:18:22.093 running at this point 2009,

NOTE Confidence: 0.95232968

00:18:22.093 --> 00:18:24.004 2010 by the time we published this

NOTE Confidence: 0.95232968

00:18:24.004 --> 00:18:25.777 right it was many years later,

NOTE Confidence: 0.95232968

00:18:25.780 --> 00:18:27.750 but they wanted people to

NOTE Confidence: 0.95232968

00:18:27.750 --> 00:18:30.004 call them and ask them.

NOTE Confidence: 0.95232968

00:18:30.004 --> 00:18:32.444 About their symptoms rather than

NOTE Confidence: 0.95232968

00:18:32.444 --> 00:18:34.765 reactively calling us when their

NOTE Confidence: 0.95232968

00:18:34.765 --> 00:18:36.875 symptoms were too far advanced.

NOTE Confidence: 0.95232968

00:18:36.880 --> 00:18:38.164 And then again,

NOTE Confidence: 0.95232968

00:18:38.164 --> 00:18:39.876 before the COVID pandemic,

NOTE Confidence: 0.95232968

00:18:39.880 --> 00:18:42.778 we heard that and had talked with

NOTE Confidence: 0.95232968

00:18:42.778 --> 00:18:45.752 individuals in Australia and the UK who

NOTE Confidence: 0.95232968

00:18:45.752 --> 00:18:48.236 were receiving chemotherapy on mobile vans.

NOTE Confidence: 0.95232968

00:18:48.240 --> 00:18:50.288 Yet what we're doing in the United States

NOTE Confidence: 0.95232968

00:18:50.288 --> 00:18:52.263 is we're centralizing care and actually

NOTE Confidence: 0.95232968

00:18:52.263 --> 00:18:54.028 removing sites that may potentially

NOTE Confidence: 0.95232968

00:18:54.028 --> 00:18:55.919 be more convenient for patients.

NOTE Confidence: 0.95232968

00:18:55.920 --> 00:18:59.166 You could leverage telemedicine and deliver.

NOTE Confidence: 0.95232968

00:18:59.170 --> 00:19:03.010 Low risk chemotherapeutics in

NOTE Confidence: 0.95232968

00:19:03.010 --> 00:19:04.970 essentially rooms that are half the size,

NOTE Confidence: 0.95232968

00:19:04.970 --> 00:19:06.258 quarter of the size,

NOTE Confidence: 0.95232968

00:19:06.258 --> 00:19:08.552 which is what was also being done

NOTE Confidence: 0.95232968

00:19:08.552 --> 00:19:10.990 in parts of Nebraska in the VA with

NOTE Confidence: 0.95232968

00:19:10.990 --> 00:19:13.090 a telemedicine oncologist that was

NOTE Confidence: 0.95232968

00:19:13.090 --> 00:19:15.930 leveraged in to ensure no complications

NOTE Confidence: 0.95232968

00:19:15.930 --> 00:19:18.246 and now that makes less disruptive.

NOTE Confidence: 0.95232968

00:19:18.250 --> 00:19:20.970 But at the time this was really a no go.

NOTE Confidence: 0.95232968

00:19:20.970 --> 00:19:23.034 Many people thought that the third

NOTE Confidence: 0.95232968

00:19:23.034 --> 00:19:25.175 model was really not very idealist,

NOTE Confidence: 0.95232968

00:19:25.175 --> 00:19:28.290 it was a little bit too idealistic.

NOTE Confidence: 0.95232968

00:19:28.290 --> 00:19:29.886 And so we decided to test this.

NOTE Confidence: 0.95232968

00:19:29.890 --> 00:19:31.474 What we heard from clinicians was

NOTE Confidence: 0.95232968

00:19:31.474 --> 00:19:33.581 we need to see a randomized control

NOTE Confidence: 0.95232968

00:19:33.581 --> 00:19:35.561 trial before we're willing to engage

NOTE Confidence: 0.95232968

00:19:35.561 --> 00:19:36.889 in any of this work.

NOTE Confidence: 0.95232968

00:19:36.890 --> 00:19:38.624 And so this was essentially our

NOTE Confidence: 0.95232968

00:19:38.624 --> 00:19:40.565 framework was if you were to remove

NOTE Confidence: 0.95232968

00:19:40.565 --> 00:19:43.246 many of the barriers in the yellow,

NOTE Confidence: 0.95232968

00:19:43.246 --> 00:19:45.691 potentially you could get to

NOTE Confidence: 0.95232968

00:19:45.691 --> 00:19:46.970 improving patients,

NOTE Confidence: 0.95232968

00:19:46.970 --> 00:19:49.890 understanding about advanced care planning.

NOTE Confidence: 0.95232968

00:19:49.890 --> 00:19:52.452 You could also improve symptom management

NOTE Confidence: 0.95232968

00:19:52.452 --> 00:19:54.969 by proactively reaching out to patients.

NOTE Confidence: 0.95232968

00:19:54.970 --> 00:19:56.390 And then hopefully ultimately

NOTE Confidence: 0.95232968

00:19:56.390 --> 00:19:57.810 improve goal concordant care,

NOTE Confidence: 0.95232968

00:19:57.810 --> 00:19:59.565 which many of you know is hard to measure.

NOTE Confidence: 0.95232968

00:19:59.570 --> 00:20:00.770 Many in the palliative care space,

NOTE Confidence: 0.95232968

00:20:00.770 --> 00:20:03.092 there's a lot of debate about

NOTE Confidence: 0.95232968

00:20:03.092 --> 00:20:04.998 measurements of goal concordant care

NOTE Confidence: 0.95232968

00:20:04.998 --> 00:20:07.286 and how one would do that given the

NOTE Confidence: 0.95232968

00:20:07.286 --> 00:20:09.543 fact that goals change so often and

NOTE Confidence: 0.95232968

00:20:09.543 --> 00:20:11.061 you certainly can't measure it once

NOTE Confidence: 0.95232968

00:20:11.061 --> 00:20:12.369 patients have already passed away.

NOTE Confidence: 0.95232968

00:20:12.370 --> 00:20:15.448 And the surrogates may be able to help you,

NOTE Confidence: 0.95232968

00:20:15.450 --> 00:20:17.364 but it's really unclear so that

NOTE Confidence: 0.95232968

00:20:17.364 --> 00:20:18.640 this idea of being

NOTE Confidence: 0.933460841153846

00:20:18.711 --> 00:20:20.851 able to achieve goal concordant

NOTE Confidence: 0.933460841153846

00:20:20.851 --> 00:20:22.991 care is really addressing something

NOTE Confidence: 0.933460841153846

00:20:23.060 --> 00:20:24.848 that may be hard to measure.

NOTE Confidence: 0.933460841153846

00:20:24.850 --> 00:20:26.970 And so we tried again as a fellow,

NOTE Confidence: 0.933460841153846

00:20:26.970 --> 00:20:29.126 I thought, let's test all three together.

NOTE Confidence: 0.933460841153846

00:20:29.130 --> 00:20:30.010 But I already told you,

NOTE Confidence: 0.933460841153846

00:20:30.010 --> 00:20:32.287 most people said no way to the last one.

34

NOTE Confidence: 0.933460841153846

00:20:32.290 --> 00:20:33.170 Like telemedicine.

NOTE Confidence: 0.933460841153846

00:20:33.170 --> 00:20:35.370 What, on a mobile van?

NOTE Confidence: 0.933460841153846

00:20:35.370 --> 00:20:36.537 No way. Right?

NOTE Confidence: 0.933460841153846

00:20:36.537 --> 00:20:38.871 We're not giving chemotherapy in places

NOTE Confidence: 0.933460841153846

00:20:38.871 --> 00:20:41.366 that are not in our infusion center.

NOTE Confidence: 0.933460841153846

00:20:41.370 --> 00:20:41.900 But shockingly,

NOTE Confidence: 0.933460841153846

00:20:41.900 --> 00:20:44.020 I also heard from places that we are

NOTE Confidence: 0.933460841153846

00:20:44.072 --> 00:20:46.008 not going to have a lay health worker,

NOTE Confidence: 0.933460841153846

00:20:46.010 --> 00:20:48.222 community health worker talk to our patient

NOTE Confidence: 0.933460841153846

00:20:48.222 --> 00:20:50.809 about what a surrogate decision maker is.

NOTE Confidence: 0.933460841153846

00:20:50.810 --> 00:20:53.090 We don't want anyone to talk to our

NOTE Confidence: 0.933460841153846

00:20:53.090 --> 00:20:55.059 patient about advanced care planning.

NOTE Confidence: 0.933460841153846

00:20:55.060 --> 00:20:57.460 You're going to remove hope.

NOTE Confidence: 0.933460841153846

00:20:57.460 --> 00:20:59.720 And so we also got a lot of pushback on

NOTE Confidence: 0.933460841153846

00:20:59.785 --> 00:21:02.467 even testing the Community health worker

NOTE Confidence: 0.933460841153846

00:21:02.467 --> 00:21:04.255 advanced care planning intervention.

NOTE Confidence: 0.933460841153846

00:21:04.260 --> 00:21:05.380 So I thought, well,

NOTE Confidence: 0.933460841153846

00:21:05.380 --> 00:21:06.780 let's split up the model.

NOTE Confidence: 0.933460841153846

00:21:06.780 --> 00:21:08.614 We'll test each one individually and we'll

NOTE Confidence: 0.933460841153846

00:21:08.614 --> 00:21:10.978 go to a place that's more integrated.

NOTE Confidence: 0.933460841153846

00:21:10.980 --> 00:21:13.934 So the VAI was a clinic clinical

NOTE Confidence: 0.933460841153846

00:21:13.934 --> 00:21:16.428 fellow there and really never thought

NOTE Confidence: 0.933460841153846

00:21:16.428 --> 00:21:18.900 about having a fulltime VA job.

NOTE Confidence: 0.933460841153846

00:21:18.900 --> 00:21:20.184 But what I was really shocked

NOTE Confidence: 0.933460841153846

00:21:20.184 --> 00:21:21.672 by is many of the innovations

NOTE Confidence: 0.933460841153846

00:21:21.672 --> 00:21:23.246 happen in the VA telemedicine.

NOTE Confidence: 0.933460841153846

00:21:23.246 --> 00:21:26.330 We've been using it for decades in the VA.

NOTE Confidence: 0.933460841153846

00:21:26.330 --> 00:21:29.438 Many of our packed models of utilizing

NOTE Confidence: 0.933460841153846

00:21:29.438 --> 00:21:31.705 peer support were developed at

NOTE Confidence: 0.933460841153846

00:21:31.705 --> 00:21:34.098 the VA and you can get innovations

NOTE Confidence: 0.933460841153846

00:21:34.098 --> 00:21:36.250 if you pair with operations,

NOTE Confidence: 0.933460841153846

00:21:36.250 --> 00:21:38.770 you can really jumpstart these

NOTE Confidence: 0.933460841153846

00:21:38.770 --> 00:21:40.470 out-of-the-box clinical ideas and

NOTE Confidence: 0.933460841153846

00:21:40.470 --> 00:21:43.250 get them into practice very quickly.

NOTE Confidence: 0.933460841153846

00:21:43.250 --> 00:21:46.490 And there's also this alignment of

NOTE Confidence: 0.933460841153846

00:21:46.490 --> 00:21:49.407 finances because they serve as a pair.

NOTE Confidence: 0.933460841153846

00:21:49.410 --> 00:21:52.645 So there was a desire by the VA.

NOTE Confidence: 0.933460841153846

00:21:52.645 --> 00:21:55.015 To improve not only veteran experiences,

NOTE Confidence: 0.933460841153846

00:21:55.020 --> 00:21:57.020 to improve their health outcomes,

NOTE Confidence: 0.933460841153846

00:21:57.020 --> 00:21:59.260 but also to lower costs.

NOTE Confidence: 0.933460841153846

00:21:59.260 --> 00:22:00.652 So there was a clear alignment

NOTE Confidence: 0.933460841153846

00:22:00.652 --> 00:22:02.603 and they said yes, let's do it.

NOTE Confidence: 0.933460841153846

00:22:02.603 --> 00:22:05.444 So we trained this lay health worker to

NOTE Confidence: 0.933460841153846

00:22:05.444 --> 00:22:08.076 conduct a series of segments either by

NOTE Confidence: 0.933460841153846

00:22:08.076 --> 00:22:10.578 telephone or in person with patients.

NOTE Confidence: 0.933460841153846

00:22:10.580 --> 00:22:12.960 And so the first segment was really

NOTE Confidence: 0.933460841153846

00:22:12.960 --> 00:22:15.219 just discussing and developing rapport.

NOTE Confidence: 0.933460841153846

00:22:15.220 --> 00:22:17.084 The next few segments over time it was

NOTE Confidence: 0.933460841153846

00:22:17.084 --> 00:22:19.417 a six month intervention would be about.

NOTE Confidence: 0.933460841153846

00:22:19.420 --> 00:22:21.305 Tailored messaging about goals and

NOTE Confidence: 0.933460841153846

00:22:21.305 --> 00:22:23.555 values and preferences and giving people

NOTE Confidence: 0.933460841153846

00:22:23.555 --> 00:22:26.019 the time they need to make these decisions.

NOTE Confidence: 0.933460841153846

00:22:26.020 --> 00:22:28.180 So that means starting way upfront

NOTE Confidence: 0.933460841153846

00:22:28.180 --> 00:22:30.201 from when people were actually

NOTE Confidence: 0.933460841153846

00:22:30.201 --> 00:22:32.704 having conversations about this at

NOTE Confidence: 0.933460841153846

00:22:32.704 --> 00:22:35.368 a point which made some oncologists

NOTE Confidence: 0.933460841153846

00:22:35.368 --> 00:22:36.256 very uncomfortable.

NOTE Confidence: 0.933460841153846

00:22:36.260 --> 00:22:38.108 So we would start at diagnosis

NOTE Confidence: 0.933460841153846

00:22:38.108 --> 00:22:39.340 if not before diagnosis,

NOTE Confidence: 0.933460841153846

00:22:39.340 --> 00:22:42.100 before the 1st oncologist visit.

NOTE Confidence: 0.933460841153846

00:22:42.100 --> 00:22:45.656 Discussing this is part of usual care

NOTE Confidence: 0.933460841153846

00:22:45.660 --> 00:22:48.186 and the last was helping patients.

NOTE Confidence: 0.933460841153846

00:22:48.190 --> 00:22:49.710 With advanced directive completion.

NOTE Confidence: 0.933460841153846

00:22:49.710 --> 00:22:51.230 Completion of documents like

NOTE Confidence: 0.933460841153846

00:22:51.230 --> 00:22:52.790 the Stanford letter project,

NOTE Confidence: 0.933460841153846

00:22:52.790 --> 00:22:54.869 which wasn't in existence at the time,

NOTE Confidence: 0.933460841153846

00:22:54.870 --> 00:22:57.290 developed by BJ Perry Acoyle

NOTE Confidence: 0.933460841153846

00:22:57.290 --> 00:22:59.710 using sudor Rebecca Sudor's work,

NOTE Confidence: 0.933460841153846

00:22:59.710 --> 00:23:02.086 but really ending up really completing

NOTE Confidence: 0.933460841153846

00:23:02.086 --> 00:23:04.162 those documents but also getting

NOTE Confidence: 0.933460841153846

00:23:04.162 --> 00:23:06.307 the tailored support they needed.

NOTE Confidence: 0.933460841153846

00:23:06.310 --> 00:23:07.450 And it's easier.

NOTE Confidence: 0.933460841153846

00:23:07.450 --> 00:23:10.862 If you just hear this, let me see.

NOTE Confidence: 0.933460841153846

00:23:10.862 --> 00:23:13.990 Not sure how the video will work?

NOTE Confidence: 0.933460841153846

00:23:13.990 --> 00:23:14.830 Let me see if I can.

NOTE Confidence: 0.7898309

00:23:23.820 --> 00:23:24.380 Let's see,

NOTE Confidence: 0.9402536

00:23:42.300 --> 00:23:42.580 let's see.

NOTE Confidence: 0.9106239

00:23:49.720 --> 00:23:51.200 Is there anyone that can help? Do you

NOTE Confidence: 0.8463328

00:23:53.720 --> 00:23:55.397 think anyone can help me with the video?

NOTE Confidence: 0.936899133333333

00:24:07.760 --> 00:24:08.318 What was that?

NOTE Confidence: 0.93773775

00:24:11.360 --> 00:24:12.320 This one? The right

NOTE Confidence: 0.9352219

00:24:16.760 --> 00:24:17.160 one? More.

NOTE Confidence: 0.9402536

00:24:19.840 --> 00:24:20.360 Let's see.

NOTE Confidence: 0.943608066666667

00:24:23.240 --> 00:24:23.918 Is your primary

NOTE Confidence: 0.80452836

00:24:24.040 --> 00:24:25.240 goal to fight parts to

NOTE Confidence: 0.936899133333333

00:24:25.280 --> 00:24:26.276 make sure it's out of yours?

NOTE Confidence: 0.87069165

00:24:28.200 --> 00:24:28.560 Really, it's

NOTE Confidence: 0.893694453333333

00:24:29.760 --> 00:24:31.015 your primary goal to fight

NOTE Confidence: 0.893694453333333

00:24:31.015 --> 00:24:32.680 parts to make sure it's out of.

NOTE Confidence: 0.9100634

00:24:34.760 --> 00:24:34.800 I

NOTE Confidence: 0.955907777777778

00:24:36.880 --> 00:24:38.770 don't want to die. Bloomberg meets

NOTE Confidence: 0.955907777777778

00:24:38.770 --> 00:24:39.880 regularly with healthier checks.

NOTE Confidence: 0.950317

00:24:42.960 --> 00:24:47.160 I'm sharing. I'm sharing the sharing,

NOTE Confidence: 0.9251585

00:24:50.720 --> 00:24:53.960 if not shared one. That's that's sharing and

NOTE Confidence: 0.81365296

00:24:57.240 --> 00:24:58.080 there on the last one.

NOTE Confidence: 0.833872433333333

00:25:00.770 --> 00:25:03.090 Just click that. OK.

NOTE Confidence: 0.89560035

00:25:08.370 --> 00:25:11.430 Thank you. You gotta get

NOTE Confidence: 0.89560035

00:25:11.430 --> 00:25:12.689 it again. It came on.

NOTE Confidence: 0.94427896

00:25:15.970 --> 00:25:18.050 No, that's fine. That's fine.

NOTE Confidence: 0.94427896

00:25:18.050 --> 00:25:22.610 Just go to share screen. Sure sense.

NOTE Confidence: 0.94427896

00:25:22.610 --> 00:25:23.968 Now you can select the then you

NOTE Confidence: 0.936899133333333

00:25:26.570 --> 00:25:27.209 go share. Yeah.

NOTE Confidence: 0.94276939

00:25:37.250 --> 00:25:38.330 Is your primary goal

NOTE Confidence: 0.936594124545455

00:25:38.330 --> 00:25:39.203 to fight this?

NOTE Confidence: 0.936594124545455

00:25:39.203 --> 00:25:41.770 To make sure it's out of your system?

NOTE Confidence: 0.936594124545455

00:25:41.770 --> 00:25:42.330 I don't want to die.

NOTE Confidence: 0.936594124545455

00:25:42.330 --> 00:25:44.528 I got lots of things to do.

NOTE Confidence: 0.936594124545455

00:25:44.530 --> 00:25:47.010 Blumberg meets regularly with healthcare.

NOTE Confidence: 0.936594124545455

00:25:47.010 --> 00:25:49.050 Coach Laviba share a

NOTE Confidence: 0.936594124545455

00:25:49.050 --> 00:25:51.090 compassionate ear shares role,

NOTE Confidence: 0.936594124545455

00:25:51.090 --> 00:25:53.166 is to provide the big picture

NOTE Confidence: 0.936594124545455

00:25:53.170 --> 00:25:54.630 to help patients think

NOTE Confidence: 0.936594124545455

00:25:54.630 --> 00:25:56.090 about how cancer treatment.

NOTE Confidence: 0.936594124545455

00:25:56.090 --> 00:25:57.682 Will fit in with the way they want

NOTE Confidence: 0.936594124545455

00:25:57.682 --> 00:25:59.250 to spend the rest of their lives.

NOTE Confidence: 0.93306538

00:26:00.730 --> 00:26:02.070 Can I learn a little bit more about

NOTE Confidence: 0.93306538

00:26:02.070 --> 00:26:03.690 what it is that you want to do? Well,

NOTE Confidence: 0.882274801666667

00:26:05.170 --> 00:26:07.846 I wanna do some more traveling.

NOTE Confidence: 0.882274801666667

00:26:07.850 --> 00:26:09.650 I wanna spend time with my kids getting a

NOTE Confidence: 0.975475425

00:26:12.850 --> 00:26:16.109 little emotional. What are they

NOTE Confidence: 0.975475425

00:26:16.109 --> 00:26:18.574 getting from you that they don't

NOTE Confidence: 0.975475425

00:26:18.574 --> 00:26:20.850 get from anyone else? Well, they

NOTE Confidence: 0.773557576666667

00:26:20.850 --> 00:26:21.930 get someone who's

NOTE Confidence: 0.965412025

00:26:21.970 --> 00:26:24.240 actually helping them through their care.

00:26:24.240 --> 00:26:25.870 With me they're actually discussing things.

00:26:25.870 --> 00:26:27.186 What they're feeling, what they're

00:26:27.186 --> 00:26:30.080 going through, what they want to do,

00:26:32.120 --> 00:26:33.850 what they what they understand

00:26:33.850 --> 00:26:35.080 is their prognosis.

00:26:35.080 --> 00:26:37.348 I just decided not to go through

00:26:37.348 --> 00:26:39.222 the treatment patients like

00:26:39.222 --> 00:26:42.277 47 year old Raphael Arias,

00:26:42.280 --> 00:26:43.960 a former army police officer.

00:26:43.960 --> 00:26:47.040 Arias is suffering from a recurrent sarcoma

00:26:47.040 --> 00:26:49.999 and has already lost a leg to cancer.

00:26:50.000 --> 00:26:52.060 Right now we just.

00:26:52.060 --> 00:26:54.454 I'm trying to do take advantage of

00:26:54.460 --> 00:26:56.700 the fact that I'm still here and

00:26:56.700 --> 00:27:00.820 trying to do something so all I can.

00:27:00.820 --> 00:27:02.178 Why have you decided not to have?

NOTE Confidence: 0.94025356

00:27:02.180 --> 00:27:06.851 Chemotherapy made me sick and

NOTE Confidence: 0.94025356

00:27:06.851 --> 00:27:09.659 within a week we had to stop it.

NOTE Confidence: 0.94025356

00:27:09.660 --> 00:27:12.180 So as difficult as it was,

NOTE Confidence: 0.94025356

00:27:12.180 --> 00:27:16.776 I just decided not to go through with it.

NOTE Confidence: 0.94025356

00:27:16.780 --> 00:27:18.502 You want to have the highest quality

NOTE Confidence: 0.94025356

00:27:18.502 --> 00:27:20.580 of life for as long as you have life,

NOTE Confidence: 0.94025356

00:27:20.580 --> 00:27:20.821 correct?

NOTE Confidence: 0.94025356

00:27:20.821 --> 00:27:23.310 With a little bit of time that I have left,

NOTE Confidence: 0.937931203846154

00:27:25.630 --> 00:27:28.462 my wife and I have plans of maybe

NOTE Confidence: 0.937931203846154

00:27:28.462 --> 00:27:30.950 doing some things before my departure

NOTE Confidence: 0.92012674

00:27:33.990 --> 00:27:35.389 is your primary goal.

NOTE Confidence: 0.92012674

00:27:35.389 --> 00:27:37.550 And that was essentially a

NOTE Confidence: 0.9246312545

00:27:37.550 --> 00:27:39.671 7 minute flip. So Al Jazeera America

NOTE Confidence: 0.9246312545

00:27:39.671 --> 00:27:41.803 had heard what we were doing and

NOTE Confidence: 0.9246312545

00:27:41.803 --> 00:27:43.549 before we had any results back,

44

00:27:43.550 --> 00:27:45.860 they thought it was so fascinating that

00:27:45.860 --> 00:27:48.258 someone who is not trained medically.

00:27:48.260 --> 00:27:50.507 Was having what would otherwise be considered

00:27:50.507 --> 00:27:52.140 a medicalized conversation with patients.

00:27:52.140 --> 00:27:55.260 Why do we medicalize these conversations?

00:27:55.260 --> 00:27:56.622 Patients really do need the time

00:27:56.622 --> 00:27:58.577 to be able to engage in this work.

00:27:58.580 --> 00:28:00.386 And while I've had clinical equipoise

00:28:00.386 --> 00:28:02.658 as to whether or not it would work,

00:28:02.660 --> 00:28:04.472 we certainly knew that there were

00:28:04.472 --> 00:28:06.251 facets like these stories where she

00:28:06.251 --> 00:28:08.043 had spent so much time with patients

00:28:08.043 --> 00:28:10.095 who would have otherwise in my clinic,

00:28:10.100 --> 00:28:11.720 had received chemotherapy and

00:28:11.720 --> 00:28:13.340 gone through with it.

00:28:13.340 --> 00:28:15.275 What patients then said was

NOTE Confidence: 0.9246312545

00:28:15.275 --> 00:28:17.210 we didn't want to disappoint.

NOTE Confidence: 0.9246312545

00:28:17.210 --> 00:28:18.050 Doctor, so and so

NOTE Confidence: 0.946962473333333

00:28:20.210 --> 00:28:21.749 it's very multi,

NOTE Confidence: 0.946962473333333

00:28:21.749 --> 00:28:24.398 it's very complex and so we decided

NOTE Confidence: 0.946962473333333

00:28:24.398 --> 00:28:26.490 to test this in a randomized trial.

NOTE Confidence: 0.946962473333333

00:28:26.490 --> 00:28:28.962 We heard from oncologists that we

NOTE Confidence: 0.946962473333333

00:28:28.962 --> 00:28:30.911 were potentially causing harm and

NOTE Confidence: 0.946962473333333

00:28:30.911 --> 00:28:32.717 that we would potentially buy this

NOTE Confidence: 0.946962473333333

00:28:32.717 --> 00:28:34.328 intervention cause people to die faster.

NOTE Confidence: 0.946962473333333

00:28:34.330 --> 00:28:36.087 So we had to dispel that myth.

NOTE Confidence: 0.946962473333333

00:28:36.090 --> 00:28:37.962 We also wanted to see if it was feasible,

NOTE Confidence: 0.946962473333333

00:28:37.970 --> 00:28:40.616 can we improve goals of care conversation.

NOTE Confidence: 0.946962473333333

00:28:40.620 --> 00:28:42.798 So we randomized patients stage three

NOTE Confidence: 0.946962473333333

00:28:42.798 --> 00:28:45.040 and stage four disease also with

NOTE Confidence: 0.946962473333333

00:28:45.040 --> 00:28:46.855 recurrence of cancer agnostic to

NOTE Confidence: 0.946962473333333

00:28:46.855 --> 00:28:48.698 disease into this intervention that

NOTE Confidence: 0.946962473333333

00:28:48.698 --> 00:28:51.113 you just saw clips of versus usual

NOTE Confidence: 0.946962473333333

00:28:51.113 --> 00:28:53.848 care and we measured goals of care

NOTE Confidence: 0.946962473333333

00:28:53.848 --> 00:28:55.976 documentation as well as patient

NOTE Confidence: 0.946962473333333

00:28:55.976 --> 00:28:58.694 experiences and total cost of care.

NOTE Confidence: 0.946962473333333

00:28:58.700 --> 00:29:00.240 We randomized 213 patients

NOTE Confidence: 0.946962473333333

00:29:00.240 --> 00:29:01.780 in this consort diagram.

NOTE Confidence: 0.946962473333333

00:29:01.780 --> 00:29:03.985 You see 100 and 805 respectively in

NOTE Confidence: 0.946962473333333

00:29:03.985 --> 00:29:06.179 the control group in the intervention.

NOTE Confidence: 0.946962473333333

00:29:06.180 --> 00:29:07.720 It was blocked randomized

NOTE Confidence: 0.946962473333333

00:29:07.720 --> 00:29:08.875 by cancer diagnosis.

NOTE Confidence: 0.946962473333333

00:29:08.880 --> 00:29:09.978 And because it was in the

NOTE Confidence: 0.946962473333333

00:29:09.978 --> 00:29:11.319 VA and we had claims data,

NOTE Confidence: 0.946962473333333

00:29:11.320 --> 00:29:13.360 we could conduct an intent to treat analysis.

NOTE Confidence: 0.946962473333333

00:29:13.360 --> 00:29:15.598 So despite loss of follow up,

NOTE Confidence: 0.946962473333333

00:29:15.600 --> 00:29:18.133 we were actually able to complete

NOTE Confidence: 0.946962473333333

00:29:18.133 --> 00:29:20.851 the entire ITT for the patients

NOTE Confidence: 0.946962473333333

00:29:20.851 --> 00:29:23.120 that were initially randomized.

NOTE Confidence: 0.946962473333333

00:29:23.120 --> 00:29:26.600 And what we found was shocking to me.

NOTE Confidence: 0.946962473333333

00:29:26.600 --> 00:29:28.436 This is goals of care documentation

NOTE Confidence: 0.946962473333333

00:29:28.436 --> 00:29:29.354 by the oncologists,

NOTE Confidence: 0.946962473333333

00:29:29.360 --> 00:29:31.840 many of whom were opposed to this model,

NOTE Confidence: 0.946962473333333

00:29:31.840 --> 00:29:33.605 many of whom didn't even

NOTE Confidence: 0.946962473333333

00:29:33.605 --> 00:29:36.160 know that it was happening.

NOTE Confidence: 0.946962473333333

00:29:36.160 --> 00:29:38.090 It was in the background.

NOTE Confidence: 0.946962473333333

00:29:38.090 --> 00:29:39.370 No interaction between the

NOTE Confidence: 0.946962473333333

00:29:39.370 --> 00:29:40.330 Community health worker,

NOTE Confidence: 0.946962473333333

00:29:40.330 --> 00:29:43.330 lay health worker and the oncologist,

NOTE Confidence: 0.946962473333333

00:29:43.330 --> 00:29:46.160 but yet patients were being

NOTE Confidence: 0.946962473333333

00:29:46.160 --> 00:29:48.230 activated to tell their physician,

NOTE Confidence: 0.946962473333333

00:29:48.230 --> 00:29:51.042 I don't have the goals of care

NOTE Confidence: 0.946962473333333

00:29:51.042 --> 00:29:53.810 document and can you print it out

NOTE Confidence: 0.946962473333333

00:29:53.810 --> 00:29:55.525 because the community health worker

NOTE Confidence: 0.946962473333333

00:29:55.525 --> 00:29:57.636 was helping to engage patients in

NOTE Confidence: 0.946962473333333

00:29:57.636 --> 00:29:59.326 these conversations saying if your

NOTE Confidence: 0.946962473333333

00:29:59.326 --> 00:30:00.890 oncologist doesn't bring it up,

NOTE Confidence: 0.946962473333333

00:30:00.890 --> 00:30:02.528 you need to bring it up.

NOTE Confidence: 0.946962473333333

00:30:02.530 --> 00:30:04.946 And we found that this also led to

NOTE Confidence: 0.946962473333333

00:30:04.946 --> 00:30:06.829 improvements in advanced directives.

NOTE Confidence: 0.946962473333333

00:30:06.830 --> 00:30:07.985 As we anticipated,

NOTE Confidence: 0.946962473333333

00:30:07.985 --> 00:30:09.910 if you have tailored assistance,

NOTE Confidence: 0.946962473333333

00:30:09.910 --> 00:30:11.838 you're more likely to be able to complete

NOTE Confidence: 0.946962473333333

00:30:11.838 --> 00:30:13.469 the advance directive documentation.

NOTE Confidence: 0.946962473333333

00:30:13.470 --> 00:30:15.030 And this changed over time.

NOTE Confidence: 0.946962473333333

00:30:15.030 --> 00:30:17.061 We had to dispel the myth that

NOTE Confidence: 0.946962473333333

00:30:17.061 --> 00:30:18.416 because you have an advance

NOTE Confidence: 0.946962473333333

00:30:18.416 --> 00:30:20.030 directive that you can't change it.

NOTE Confidence: 0.946962473333333

00:30:20.030 --> 00:30:21.230 You actually can change it.

NOTE Confidence: 0.946962473333333

00:30:21.230 --> 00:30:22.214 So it's a living,

NOTE Confidence: 0.946962473333333

00:30:22.214 --> 00:30:24.270 it's meant to be a living document.

NOTE Confidence: 0.946962473333333

00:30:24.270 --> 00:30:27.504 And so we would update the advance

NOTE Confidence: 0.946962473333333

00:30:27.504 --> 00:30:30.628 directive as People's Life course changed.

NOTE Confidence: 0.946962473333333

00:30:30.630 --> 00:30:32.709 We found that patient satisfaction went up.

NOTE Confidence: 0.946962473333333

00:30:32.710 --> 00:30:35.300 This was using the consumer assessment of.

NOTE Confidence: 0.946962473333333

00:30:35.300 --> 00:30:37.140 Of healthcare providers and

NOTE Confidence: 0.946962473333333

00:30:37.140 --> 00:30:38.980 healthcare systems General survey,

NOTE Confidence: 0.946962473333333

00:30:38.980 --> 00:30:41.224 the question of would you recommend

NOTE Confidence: 0.946962473333333

00:30:41.224 --> 00:30:43.817 care on a scale of zero to 10?

NOTE Confidence: 0.946962473333333

00:30:43.820 --> 00:30:45.420 How satisfied are you with

NOTE Confidence: 0.946962473333333

00:30:45.420 --> 00:30:46.380 your clinical team?

NOTE Confidence: 0.946962473333333

00:30:46.380 --> 00:30:48.180 10 being a very high satisfaction,

NOTE Confidence: 0.946962473333333

00:30:48.180 --> 00:30:50.651 0 being low satisfaction and what we

NOTE Confidence: 0.946962473333333

00:30:50.651 --> 00:30:53.684 found over time in the blue line is

NOTE Confidence: 0.946962473333333

00:30:53.684 --> 00:30:55.584 that the intervention group improved

NOTE Confidence: 0.946962473333333

00:30:55.660 --> 00:30:57.700 and the control group decline.

NOTE Confidence: 0.946962473333333

00:30:57.700 --> 00:30:59.980 We did not cause harm.

NOTE Confidence: 0.946962473333333

00:30:59.980 --> 00:31:01.540 So unlike Jennifer Tumels model,

NOTE Confidence: 0.946962473333333

00:31:01.540 --> 00:31:02.520 which I'll show you,

NOTE Confidence: 0.946962473333333

00:31:02.520 --> 00:31:03.500 we improved palliative care.

NOTE Confidence: 0.946962473333333

00:31:03.500 --> 00:31:05.540 We didn't find a survival benefit,

NOTE Confidence: 0.946962473333333

00:31:05.540 --> 00:31:08.602 but we dispelled the myth that we

NOTE Confidence: 0.946962473333333

00:31:08.602 --> 00:31:10.257 were making people die faster.

NOTE Confidence: 0.935940714285714

00:31:13.100 --> 00:31:14.612 But what we showed was at the end

NOTE Confidence: 0.935940714285714

00:31:14.612 --> 00:31:16.059 of life there was better care,

NOTE Confidence: 0.950317

00:31:18.540 --> 00:31:20.616 95% reduction in acute care use,

NOTE Confidence: 0.950317

00:31:20.620 --> 00:31:23.924 almost doubling of Hospice utilization and

NOTE Confidence: 0.950317

00:31:23.924 --> 00:31:25.860 the baseline in the BA is high as you know,

NOTE Confidence: 0.950317

51

00:31:25.860 --> 00:31:28.335 because we can provide Hospice

NOTE Confidence: 0.950317

00:31:28.335 --> 00:31:29.820 concurrently with care.

NOTE Confidence: 0.950317

00:31:29.820 --> 00:31:31.578 Why that's not closer to 100%.

NOTE Confidence: 0.950317

00:31:31.580 --> 00:31:33.372 There are many issues,

NOTE Confidence: 0.950317

00:31:33.372 --> 00:31:35.615 but we were able to actually

NOTE Confidence: 0.950317

00:31:35.615 --> 00:31:37.860 double that to close to 100%.

NOTE Confidence: 0.950317

00:31:37.860 --> 00:31:40.060 And we found in the last month of

NOTE Confidence: 0.950317

00:31:40.060 --> 00:31:41.780 life not only were total cost,

NOTE Confidence: 0.950317

00:31:41.780 --> 00:31:43.752 median total cost lower,

NOTE Confidence: 0.950317

00:31:43.752 --> 00:31:46.217 but you see that variation.

NOTE Confidence: 0.950317

00:31:46.220 --> 00:31:50.006 This is amazing to me is how

NOTE Confidence: 0.950317

00:31:50.006 --> 00:31:52.618 narrow that variation is.

NOTE Confidence: 0.950317

00:31:52.620 --> 00:31:57.174 You've removed the outliers 1 outlier,

NOTE Confidence: 0.950317

00:31:57.174 --> 00:32:00.876 1 outlier can do you in.

NOTE Confidence: 0.950317

00:32:00.880 --> 00:32:02.945 That variation is really what

NOTE Confidence: 0.950317

00:32:02.945 --> 00:32:06.240 we want to try to improve upon.

NOTE Confidence: 0.950317

00:32:06.240 --> 00:32:07.440 And so at the same time,

NOTE Confidence: 0.950317

00:32:07.440 --> 00:32:08.880 I wanted to test the symptom

NOTE Confidence: 0.950317

00:32:08.880 --> 00:32:09.748 management model, right,

NOTE Confidence: 0.950317

00:32:09.748 --> 00:32:11.688 the Community health worker conducting

NOTE Confidence: 0.950317

00:32:11.688 --> 00:32:13.240 this proactive symptom assessments.

NOTE Confidence: 0.950317

00:32:13.240 --> 00:32:15.040 It wasn't a novel idea.

NOTE Confidence: 0.950317

00:32:15.040 --> 00:32:17.170 Kurt Kerlan Key and the VA had

NOTE Confidence: 0.950317

00:32:17.170 --> 00:32:18.760 been conducting this with a nurse.

NOTE Confidence: 0.950317

00:32:18.760 --> 00:32:20.202 What was novel about it is that

NOTE Confidence: 0.950317

00:32:20.202 --> 00:32:21.760 you would have a lay health worker,

NOTE Confidence: 0.950317

00:32:21.760 --> 00:32:24.030 community health worker conducting this.

NOTE Confidence: 0.950317

00:32:24.030 --> 00:32:26.102 It was novel at the time because we

NOTE Confidence: 0.950317

00:32:26.102 --> 00:32:27.734 really had very limited proactive

NOTE Confidence: 0.950317

00:32:27.734 --> 00:32:29.834 reach out to patients across the

NOTE Confidence: 0.950317

00:32:29.834 --> 00:32:31.710 United States to assess symptoms.

NOTE Confidence: 0.950317

00:32:31.710 --> 00:32:34.504 And so I went to Southern California

NOTE Confidence: 0.950317

00:32:34.504 --> 00:32:36.989 and interestingly enough I had

NOTE Confidence: 0.950317

00:32:36.989 --> 00:32:38.894 been giving presentations about

NOTE Confidence: 0.950317

00:32:38.894 --> 00:32:40.970 this model hoping that we would

NOTE Confidence: 0.950317

00:32:40.970 --> 00:32:42.670 find pilot test partners.

NOTE Confidence: 0.950317

00:32:42.670 --> 00:32:44.920 Most of the time I got the door slammed in

NOTE Confidence: 0.950317

00:32:44.977 --> 00:32:47.065 my face again was was before the A/C A,

NOTE Confidence: 0.950317

00:32:47.070 --> 00:32:49.526 so payers did not want to be involved

NOTE Confidence: 0.950317

00:32:49.526 --> 00:32:51.546 in something that seemed like thanks

NOTE Confidence: 0.950317

00:32:51.546 --> 00:32:54.830 to Sarah Palin going to death panel.

NOTE Confidence: 0.950317

00:32:54.830 --> 00:32:56.564 Even though we had payers at

NOTE Confidence: 0.950317

00:32:56.564 --> 00:32:58.110 the table designing the model,

NOTE Confidence: 0.950317

00:32:58.110 --> 00:33:00.614 they did not want to be involved in it.

NOTE Confidence: 0.950317

00:33:00.614 --> 00:33:02.970 And so care more the woman that was

NOTE Confidence: 0.950317

00:33:02.970 --> 00:33:04.670 in charge of care more at the time,

NOTE Confidence: 0.950317

00:33:04.670 --> 00:33:09.990 laviba, she ended up having breast cancer.

NOTE Confidence: 0.950317

00:33:09.990 --> 00:33:11.946 And so this story resonated with

NOTE Confidence: 0.950317

00:33:11.946 --> 00:33:13.710 her on a personal level.

NOTE Confidence: 0.950317

00:33:13.710 --> 00:33:14.830 And she said, look,

NOTE Confidence: 0.950317

00:33:14.830 --> 00:33:16.510 if you can find an oncology

NOTE Confidence: 0.950317

00:33:16.576 --> 00:33:18.518 practice that's willing to help,

NOTE Confidence: 0.950317

00:33:18.518 --> 00:33:20.790 we will do one piece of your model.

NOTE Confidence: 0.950317

00:33:20.790 --> 00:33:21.085 Actually,

NOTE Confidence: 0.950317

00:33:21.085 --> 00:33:22.855 we'll do the advanced care planning.

NOTE Confidence: 0.950317

00:33:22.860 --> 00:33:24.878 And we'll do the symptom management again.

NOTE Confidence: 0.950317

00:33:24.878 --> 00:33:26.684 We didn't have the data from the

NOTE Confidence: 0.950317

00:33:26.684 --> 00:33:28.500 VA because it was at the same time,

NOTE Confidence: 0.950317

00:33:28.500 --> 00:33:28.738 well,

NOTE Confidence: 0.950317

00:33:28.738 --> 00:33:29.928 we found an oncologist practice

NOTE Confidence: 0.950317

00:33:29.928 --> 00:33:31.724 that was willing to do the symptom

NOTE Confidence: 0.950317

00:33:31.724 --> 00:33:32.258 management piece.

NOTE Confidence: 0.950317

00:33:32.260 --> 00:33:33.737 Again did not want to have anything

NOTE Confidence: 0.950317

00:33:33.737 --> 00:33:35.320 to do with the advanced care

NOTE Confidence: 0.950317

00:33:35.320 --> 00:33:37.816 planning and they said we need a

NOTE Confidence: 0.950317

00:33:37.816 --> 00:33:40.618 per member per month fee to do this.

NOTE Confidence: 0.950317

00:33:40.620 --> 00:33:41.820 This was before OCM,

NOTE Confidence: 0.950317

00:33:41.820 --> 00:33:43.020 the oncology care model,

NOTE Confidence: 0.950317

00:33:43.020 --> 00:33:45.072 which now reimburses or had been

NOTE Confidence: 0.950317

00:33:45.072 --> 00:33:46.817 reimbursing for some of these

NOTE Confidence: 0.950317

00:33:46.817 --> 00:33:49.008 services and now there's a new OCM.

NOTE Confidence: 0.950317

00:33:49.010 --> 00:33:50.900 So this was before that time and

NOTE Confidence: 0.950317

00:33:50.900 --> 00:33:53.133 it was kind of unprecedented for a

NOTE Confidence: 0.950317

00:33:53.133 --> 00:33:56.038 payer to be providing a lot of this

NOTE Confidence: 0.950317

00:33:56.038 --> 00:33:59.290 upfront payment to many of these practices.

NOTE Confidence: 0.950317

00:33:59.290 --> 00:34:01.999 And then we did a back of the envelope

NOTE Confidence: 0.950317

00:34:01.999 --> 00:34:04.048 calculation and there is a misalignment.

NOTE Confidence: 0.950317

00:34:04.050 --> 00:34:06.408 All this work that we do in our clinics

NOTE Confidence: 0.950317

00:34:06.410 --> 00:34:08.570 to try to save patients symptoms,

NOTE Confidence: 0.950317

00:34:08.570 --> 00:34:10.370 try to improve their symptoms,

NOTE Confidence: 0.9464083

00:34:10.370 --> 00:34:12.480 it's going to reduce emergency

NOTE Confidence: 0.9464083

00:34:12.480 --> 00:34:14.168 department visits and hospitalizations.

NOTE Confidence: 0.9464083

00:34:14.170 --> 00:34:16.564 And if it's not an integrated system,

NOTE Confidence: 0.9464083

00:34:16.570 --> 00:34:19.650 guess what? You've input a lot of effort

NOTE Confidence: 0.9464083

00:34:19.650 --> 00:34:22.399 into something that you're getting no

NOTE Confidence: 0.9464083

00:34:22.399 --> 00:34:25.255 reimbursement for as a practicing oncologist.

NOTE Confidence: 0.9464083

00:34:25.260 --> 00:34:27.220 So we took that model to care more and said,

NOTE Confidence: 0.9464083

00:34:27.220 --> 00:34:28.780 look, you're getting this much,

NOTE Confidence: 0.9464083

00:34:28.780 --> 00:34:31.620 if it were to work, which we think it will,

NOTE Confidence: 0.9464083

00:34:31.620 --> 00:34:33.153 you're going to get X percentage, right?

NOTE Confidence: 0.9464083

00:34:33.153 --> 00:34:34.644 We think that we're going to save

NOTE Confidence: 0.9464083

00:34:34.644 --> 00:34:36.096 20% net implementation costs.

NOTE Confidence: 0.9464083

00:34:36.096 --> 00:34:38.568 So if we think that you're

NOTE Confidence: 0.9464083

00:34:38.568 --> 00:34:40.339 going to save the money,

NOTE Confidence: 0.9464083

00:34:40.340 --> 00:34:41.744 it's important that you

NOTE Confidence: 0.9464083

00:34:41.744 --> 00:34:43.148 pay for the intervention.

NOTE Confidence: 0.9464083

00:34:43.150 --> 00:34:45.013 And we're going to make it a low cost

NOTE Confidence: 0.9464083

00:34:45.013 --> 00:34:46.307 intervention using lay health workers,

NOTE Confidence: 0.9464083

00:34:46.310 --> 00:34:48.230 not a nurse sled model.

NOTE Confidence: 0.9464083

00:34:48.230 --> 00:34:50.894 And you can create a shared savings model

NOTE Confidence: 0.9464083

00:34:50.894 --> 00:34:53.945 where a third will go back to the patient,

NOTE Confidence: 0.9464083

00:34:53.950 --> 00:34:55.735 1/3 will go to the clinical team

NOTE Confidence: 0.9464083

00:34:55.735 --> 00:34:57.547 and a third will go into you.

NOTE Confidence: 0.9464083

00:34:57.550 --> 00:35:01.225 And they agreed the oncology practice

NOTE Confidence: 0.9464083

00:35:01.225 --> 00:35:03.150 then had one more negotiation.

NOTE Confidence: 0.9464083

00:35:03.150 --> 00:35:05.590 They wanted all market share.

NOTE Confidence: 0.9464083

00:35:05.590 --> 00:35:08.100 Every beneficiary from this Medicare

NOTE Confidence: 0.9464083

00:35:08.100 --> 00:35:11.503 Advantage group was going to go singly

NOTE Confidence: 0.9464083

00:35:11.503 --> 00:35:13.933 in Fullerton to this one clinic.

NOTE Confidence: 0.9464083

00:35:13.940 --> 00:35:14.858 Care MORE agreed,

NOTE Confidence: 0.93019013

00:35:16.940 --> 00:35:18.980 so we tested it.

NOTE Confidence: 0.93019013

00:35:18.980 --> 00:35:20.700 Lay health worker was embedded,

NOTE Confidence: 0.93019013

00:35:20.700 --> 00:35:23.058 paid for by care more advantage,

NOTE Confidence: 0.93019013

00:35:23.060 --> 00:35:26.060 Medicare Advantage embedded in the clinic,

NOTE Confidence: 0.93019013

00:35:26.060 --> 00:35:28.340 did weekly phone calls with patients.

NOTE Confidence: 0.93019013

00:35:28.340 --> 00:35:30.470 Initially we started with patients

NOTE Confidence: 0.93019013

00:35:30.470 --> 00:35:32.990 that had advanced stages and then we

NOTE Confidence: 0.93019013

00:35:32.990 --> 00:35:34.610 moved more upstream to patients with

NOTE Confidence: 0.93019013

00:35:34.610 --> 00:35:36.672 all stages after a couple of years

NOTE Confidence: 0.93019013

00:35:36.672 --> 00:35:38.359 because the clinic really liked it.

NOTE Confidence: 0.93019013

00:35:38.360 --> 00:35:40.586 And we showed in two they would

NOTE Confidence: 0.93019013

00:35:40.586 --> 00:35:41.960 review symptoms using esass,

NOTE Confidence: 0.93019013

00:35:41.960 --> 00:35:44.270 how many of you all know esass

NOTE Confidence: 0.93019013

00:35:44.270 --> 00:35:45.720 Edmonton Symptom assessment system,

NOTE Confidence: 0.93019013

00:35:45.720 --> 00:35:47.688 it's a scale of zero to

NOTE Confidence: 0.93019013

00:35:47.688 --> 00:35:49.000 10 with multiple symptoms.

NOTE Confidence: 0.93019013

00:35:49.000 --> 00:35:49.918 I think there's nine or ten.

NOTE Confidence: 0.93019013

00:35:49.920 --> 00:35:52.896 And then there's also another category

NOTE Confidence: 0.93019013

00:35:52.896 --> 00:35:55.360 10 being worse symptom symptomatology

NOTE Confidence: 0.93019013

00:35:55.360 --> 00:35:58.720 and sympto burden 0 being less symptoms.

NOTE Confidence: 0.93019013

00:35:58.720 --> 00:36:00.550 And what we found was essentially

NOTE Confidence: 0.93019013

00:36:00.550 --> 00:36:02.417 for patients and we built this

NOTE Confidence: 0.93019013

00:36:02.417 --> 00:36:04.175 into the protocol that any score

NOTE Confidence: 0.93019013

00:36:04.175 --> 00:36:06.466 of four above or that changed by

NOTE Confidence: 0.93019013

00:36:06.466 --> 00:36:08.106 two points from that assessment.

NOTE Confidence: 0.93019013

00:36:08.110 --> 00:36:10.582 Would then get triaged and reviewed

NOTE Confidence: 0.93019013

00:36:10.582 --> 00:36:12.230 with a nurse practitioner.

NOTE Confidence: 0.93019013

00:36:12.230 --> 00:36:13.226 The nurse practitioner,

NOTE Confidence: 0.93019013

00:36:13.226 --> 00:36:15.550 FTE was also covered by the payer.

NOTE Confidence: 0.938815971428571

00:36:18.710 --> 00:36:21.069 And then we decided, wait a minute,

NOTE Confidence: 0.938815971428571

00:36:21.070 --> 00:36:22.170 the nurse practitioner is

NOTE Confidence: 0.938815971428571

00:36:22.170 --> 00:36:23.545 reviewing all of these symptoms.

NOTE Confidence: 0.938815971428571

00:36:23.550 --> 00:36:26.790 Let's build out an automatic referral

NOTE Confidence: 0.938815971428571

00:36:26.790 --> 00:36:28.950 with waived prior authorization.

NOTE Confidence: 0.938815971428571

00:36:28.950 --> 00:36:29.946 Because we're working with the payer,

NOTE Confidence: 0.938815971428571

00:36:29.950 --> 00:36:31.390 we can do that.

NOTE Confidence: 0.938815971428571

00:36:31.390 --> 00:36:33.190 For symptoms that are escalating,

NOTE Confidence: 0.938815971428571

00:36:33.190 --> 00:36:34.690 they would go directly to

NOTE Confidence: 0.938815971428571

00:36:34.690 --> 00:36:36.190 palliative care and bypass the

NOTE Confidence: 0.938815971428571

00:36:36.246 --> 00:36:37.638 nurse practitioner review.

NOTE Confidence: 0.938815971428571

00:36:37.640 --> 00:36:39.565 Or they would go to the behavioral

NOTE Confidence: 0.938815971428571

00:36:39.565 --> 00:36:41.307 health services because we were also

NOTE Confidence: 0.938815971428571

00:36:41.307 --> 00:36:42.757 screening for anxiety and depression

NOTE Confidence: 0.944566402857143

00:36:45.160 --> 00:36:48.359 in a cohort study of 800 patients.

NOTE Confidence: 0.944566402857143

00:36:48.360 --> 00:36:50.766 The the cohort of patients that

NOTE Confidence: 0.944566402857143

00:36:50.766 --> 00:36:52.370 were receiving intervention versus

NOTE Confidence: 0.944566402857143

00:36:52.434 --> 00:36:54.436 a match cohort in the year prior.

NOTE Confidence: 0.944566402857143

00:36:54.440 --> 00:36:56.640 We found for Edmonton symptom

NOTE Confidence: 0.944566402857143

00:36:56.640 --> 00:36:58.388 Assessment System survey assessment

NOTE Confidence: 0.944566402857143

00:36:58.388 --> 00:37:00.124 tools that essentially the

NOTE Confidence: 0.944566402857143

00:37:00.124 --> 00:37:02.240 main scores reduced over time.

NOTE Confidence: 0.944566402857143

00:37:02.240 --> 00:37:04.800 In this 12 month intervention

NOTE Confidence: 0.944566402857143

00:37:04.800 --> 00:37:06.950 the control group went up.

NOTE Confidence: 0.944566402857143

00:37:06.950 --> 00:37:09.950 And we also found, not surprisingly,

NOTE Confidence: 0.944566402857143

00:37:09.950 --> 00:37:11.670 better anxiety and depression,

NOTE Confidence: 0.9301902

00:37:14.990 --> 00:37:19.610 no harm. So we also can't

NOTE Confidence: 0.9301902

00:37:19.610 --> 00:37:21.470 replicate Ethan Bosch's work.

NOTE Confidence: 0.9301902

00:37:21.470 --> 00:37:23.030 But we did find, again,

NOTE Confidence: 0.9301902

00:37:23.030 --> 00:37:24.470 very similar reductions.

NOTE Confidence: 0.9301902

00:37:24.470 --> 00:37:26.510 And again, this was for all patients,

NOTE Confidence: 0.9301902

00:37:26.510 --> 00:37:29.630 not just patients with advanced stages,

NOTE Confidence: 0.9301902

00:37:29.630 --> 00:37:32.437 but reductions in acute care use and

NOTE Confidence: 0.9301902

00:37:32.437 --> 00:37:34.718 reductions in total costs of care.

NOTE Confidence: 0.9301902

00:37:34.720 --> 00:37:36.360 And for the cohort of

NOTE Confidence: 0.9301902

00:37:36.360 --> 00:37:37.672 individuals that had died,

NOTE Confidence: 0.9301902

00:37:37.680 --> 00:37:39.480 we found very similar findings

NOTE Confidence: 0.9301902

00:37:39.480 --> 00:37:41.485 as the VA where at the end

NOTE Confidence: 0.9301902

00:37:41.485 --> 00:37:43.760 of life it was better care,

NOTE Confidence: 0.9301902

00:37:43.760 --> 00:37:45.520 better experiences and lower

NOTE Confidence: 0.9301902

00:37:45.520 --> 00:37:47.800 total cost of care with again

NOTE Confidence: 0.9301902

00:37:47.800 --> 00:37:49.800 drawing in drawing your attention

NOTE Confidence: 0.9301902

00:37:49.800 --> 00:37:51.600 to the variation in cost.

NOTE Confidence: 0.94830443

00:37:53.720 --> 00:37:55.808 And so we just finished randomized

NOTE Confidence: 0.94830443

00:37:55.808 --> 00:37:57.200 trial of both interventions.

NOTE Confidence: 0.94830443

00:37:57.200 --> 00:37:59.426 So layering the the advanced care

NOTE Confidence: 0.94830443

00:37:59.426 --> 00:38:01.680 planning and the symptom management,

NOTE Confidence: 0.94830443

00:38:01.680 --> 00:38:04.740 which is always how it was supposed to be.

NOTE Confidence: 0.94830443

00:38:04.740 --> 00:38:06.390 Right. You can't keep people out

NOTE Confidence: 0.94830443

00:38:06.390 --> 00:38:08.140 of the hospital if you're not.

NOTE Confidence: 0.94830443

00:38:08.140 --> 00:38:11.156 And that may be their goal if they're

NOTE Confidence: 0.94830443

00:38:11.156 --> 00:38:13.428 not adequately and appropriately

NOTE Confidence: 0.94830443

00:38:13.428 --> 00:38:15.700 managed for their symptoms.

NOTE Confidence: 0.94830443

00:38:15.700 --> 00:38:18.339 So they really go hand in hand.

NOTE Confidence: 0.94830443

00:38:18.340 --> 00:38:20.139 And so we conducted a randomized trial.

NOTE Confidence: 0.94830443

00:38:20.140 --> 00:38:21.974 Now this was a different patient population.

NOTE Confidence: 0.94830443

00:38:21.980 --> 00:38:23.020 It was privately insured.

NOTE Confidence: 0.94830443

00:38:23.020 --> 00:38:25.188 So we did it in the VA with

NOTE Confidence: 0.94830443

00:38:25.188 --> 00:38:26.100 advanced care planning.

NOTE Confidence: 0.94830443

00:38:26.100 --> 00:38:28.180 Intervention with the Medicare

NOTE Confidence: 0.94830443

00:38:28.180 --> 00:38:30.260 Advantage group was mostly

NOTE Confidence: 0.94830443

00:38:30.260 --> 00:38:32.390 older Hispanic Latinx adults.

NOTE Confidence: 0.94830443

00:38:32.390 --> 00:38:34.868 In Fullerton, CA and here now,

NOTE Confidence: 0.94830443

00:38:34.870 --> 00:38:37.225 it was a younger population

NOTE Confidence: 0.94830443

00:38:37.225 --> 00:38:39.109 that were privately insured.

NOTE Confidence: 0.94830443

00:38:39.110 --> 00:38:42.530 We randomized in the acute care use and the

NOTE Confidence: 0.94830443

00:38:42.530 --> 00:38:45.307 healthcare use goal was our primary outcome.

NOTE Confidence: 0.94830443

00:38:45.310 --> 00:38:48.090 We randomized a total of 128 into

NOTE Confidence: 0.94830443

00:38:48.090 --> 00:38:50.640 the intervention and conducted an

NOTE Confidence: 0.94830443

00:38:50.640 --> 00:38:53.028 ITT and we found,

NOTE Confidence: 0.94830443

00:38:53.030 --> 00:38:54.230 lo and behold,

NOTE Confidence: 0.94830443

00:38:54.230 --> 00:38:57.030 even better reductions in acute care use.

NOTE Confidence: 0.94830443

00:38:57.030 --> 00:38:58.670 And this was not just at the end of life,

NOTE Confidence: 0.94830443

00:38:58.670 --> 00:39:00.440 this was at 12 months.

NOTE Confidence: 0.94830443

00:39:00.440 --> 00:39:02.344 I think there was a very small

NOTE Confidence: 0.94830443

00:39:02.344 --> 00:39:03.759 proportion of patients that had

NOTE Confidence: 0.94830443

00:39:03.759 --> 00:39:05.114 actually died in this study.

NOTE Confidence: 0.94830443

00:39:05.120 --> 00:39:07.670 And so consistently we found robust

NOTE Confidence: 0.94830443

00:39:07.670 --> 00:39:09.370 effects that were consistent

NOTE Confidence: 0.94830443

00:39:09.444 --> 00:39:11.040 across multiple studies.

NOTE Confidence: 0.94830443

00:39:11.040 --> 00:39:12.039 And better yet,

NOTE Confidence: 0.94830443

00:39:12.039 --> 00:39:15.239 we also found that there was a net savings

NOTE Confidence: 0.94830443

00:39:15.240 --> 00:39:17.676 where a lot of interventions like I

NOTE Confidence: 0.94830443

00:39:17.676 --> 00:39:19.960 talked about before tend to not save money.

NOTE Confidence: 0.94830443

00:39:19.960 --> 00:39:21.208 They may be effective,

NOTE Confidence: 0.94830443

00:39:21.208 --> 00:39:24.455 but they may not save money is because your

NOTE Confidence: 0.94830443

00:39:24.455 --> 00:39:26.640 implementation inputs are too expensive.

NOTE Confidence: 0.94830443

00:39:26.640 --> 00:39:28.999 But we had a very low cost,

NOTE Confidence: 0.94830443

00:39:29.000 --> 00:39:30.540 high touch.

NOTE Confidence: 0.94830443

00:39:30.540 --> 00:39:33.860 Patient centered solution that utilized

NOTE Confidence: 0.94830443

00:39:33.860 --> 00:39:36.890 perhaps people that can reach patients

NOTE Confidence: 0.94830443

00:39:36.890 --> 00:39:39.844 better than we as clinicians can and

NOTE Confidence: 0.94830443

00:39:39.850 --> 00:39:41.404 that was a tough pill to swallow.

NOTE Confidence: 0.94830443

00:39:41.410 --> 00:39:43.840 I think for many of us that think we are

66

NOTE Confidence: 0.94830443

00:39:43.907 --> 00:39:47.366 the greatest thing next to slice white bread,

NOTE Confidence: 0.94830443

00:39:47.370 --> 00:39:48.434 but we really do.

NOTE Confidence: 0.94830443

00:39:48.434 --> 00:39:50.519 It takes a team and what it

NOTE Confidence: 0.94830443

00:39:50.519 --> 00:39:52.614 did was it enhanced provider

NOTE Confidence: 0.94830443

00:39:52.614 --> 00:39:54.290 relationships with their patients.

NOTE Confidence: 0.94830443

00:39:54.290 --> 00:39:56.467 So we have another study where we

NOTE Confidence: 0.94830443

00:39:56.467 --> 00:39:58.775 looked at across all the stakeholders

NOTE Confidence: 0.94830443

00:39:58.775 --> 00:40:00.519 what their experiences were.

NOTE Confidence: 0.94830443

00:40:00.520 --> 00:40:02.875 And we pulled the oncologist

NOTE Confidence: 0.94830443

00:40:02.875 --> 00:40:05.236 across 12 different sites and

NOTE Confidence: 0.94830443

00:40:05.236 --> 00:40:07.616 overwhelmingly many have chosen to

NOTE Confidence: 0.94830443

00:40:07.616 --> 00:40:09.848 continue utilizing this model because

NOTE Confidence: 0.94830443

00:40:09.848 --> 00:40:12.144 of the benefit for not having to

NOTE Confidence: 0.94830443

00:40:12.144 --> 00:40:14.540 do when your patients are better

NOTE Confidence: 0.94830443

00:40:14.540 --> 00:40:16.600 managed from a symptom perspective,

NOTE Confidence: 0.94830443

00:40:16.600 --> 00:40:19.582 you get that opportunity to really connect

NOTE Confidence: 0.94830443

00:40:19.582 --> 00:40:22.240 with patients on a different level.

NOTE Confidence: 0.94830443

00:40:22.240 --> 00:40:25.208 And so many of you know that equity is,

NOTE Confidence: 0.94830443

00:40:25.208 --> 00:40:28.440 is really why I went to medical school.

NOTE Confidence: 0.94830443

00:40:28.440 --> 00:40:31.640 And taking evidence based interventions

NOTE Confidence: 0.94830443

00:40:31.640 --> 00:40:33.860 and plugging and chugging them into

NOTE Confidence: 0.94830443

00:40:33.860 --> 00:40:36.556 community settings is not a one size fit all.

NOTE Confidence: 0.94830443

00:40:36.560 --> 00:40:38.760 So a labor union organization

NOTE Confidence: 0.94830443

00:40:38.760 --> 00:40:40.080 called Unite here,

NOTE Confidence: 0.94830443

00:40:40.080 --> 00:40:42.474 how many of you have heard of unite here?

NOTE Confidence: 0.94830443

00:40:42.480 --> 00:40:43.416 Oh great.

NOTE Confidence: 0.94830443

00:40:43.416 --> 00:40:45.756 So unite here essentially provides

NOTE Confidence: 0.94830443

00:40:45.756 --> 00:40:48.351 a labor union organization for

NOTE Confidence: 0.94830443

00:40:48.351 --> 00:40:50.559 hourly low wage workers.

NOTE Confidence: 0.94830443

00:40:50.560 --> 00:40:53.800 At McCormick we all go to McCormick.

NOTE Confidence: 0.94830443

00:40:53.800 --> 00:40:54.793 Most of us,

NOTE Confidence: 0.94830443

00:40:54.793 --> 00:40:56.448 many people that work in

NOTE Confidence: 0.94830443

00:40:56.448 --> 00:40:58.437 McCormick are part of this union.

NOTE Confidence: 0.94830443

00:40:58.440 --> 00:41:00.760 Hotel workers, casino workers,

NOTE Confidence: 0.94830443

00:41:00.760 --> 00:41:01.920 restaurant workers,

NOTE Confidence: 0.94830443

00:41:01.920 --> 00:41:02.832 taxi drivers.

NOTE Confidence: 0.94830443

00:41:02.832 --> 00:41:04.656 And unfortunately because they

NOTE Confidence: 0.94830443

00:41:04.656 --> 00:41:06.480 are hourly wage workers,

NOTE Confidence: 0.954342292

00:41:06.480 --> 00:41:09.200 they don't have health benefits.

NOTE Confidence: 0.954342292

00:41:09.200 --> 00:41:10.436 So as part of the Union,

NOTE Confidence: 0.954342292

00:41:10.440 --> 00:41:12.552 what they decided was that they were going

NOTE Confidence: 0.954342292

00:41:12.552 --> 00:41:15.099 to skim off a very tiny fraction of people's

NOTE Confidence: 0.954342292

00:41:15.099 --> 00:41:17.156 paycheck and put it into a health fund.

NOTE Confidence: 0.954342292

00:41:17.160 --> 00:41:19.296 And so the health fund really

NOTE Confidence: 0.954342292

00:41:19.296 --> 00:41:21.560 wants to provide high value care,

NOTE Confidence: 0.954342292

00:41:21.560 --> 00:41:25.648 meaning very high quality at low cost.

NOTE Confidence: 0.954342292

00:41:25.650 --> 00:41:27.976 And they have the Union backing them, right?

NOTE Confidence: 0.954342292

00:41:27.976 --> 00:41:29.206 They're part of the union.

NOTE Confidence: 0.954342292

00:41:29.210 --> 00:41:32.297 The Union is very and the Members of this

NOTE Confidence: 0.954342292

00:41:32.297 --> 00:41:35.206 Union very much trust unite your health.

NOTE Confidence: 0.954342292

00:41:35.210 --> 00:41:36.394 There's this engender trust

NOTE Confidence: 0.954342292

00:41:36.394 --> 00:41:38.170 because it's one and the same.

NOTE Confidence: 0.954342292

00:41:38.170 --> 00:41:40.393 And so they had heard of the work and

NOTE Confidence: 0.954342292

00:41:40.393 --> 00:41:42.585 they knew that at the end of life for

NOTE Confidence: 0.954342292

00:41:42.585 --> 00:41:44.887 many of their hourly low wage workers,

NOTE Confidence: 0.954342292

00:41:44.890 --> 00:41:47.610 they were having poor experiences,

NOTE Confidence: 0.954342292

00:41:47.610 --> 00:41:49.730 especially as they were dying.

NOTE Confidence: 0.954342292

00:41:49.730 --> 00:41:51.907 And so they asked us if we

NOTE Confidence: 0.954342292

00:41:51.907 --> 00:41:53.360 could embed our model.

NOTE Confidence: 0.954342292

00:41:53.360 --> 00:41:55.844 And so I'm glad I did that public health

NOTE Confidence: 0.954342292

00:41:55.844 --> 00:41:57.560 degree because I took a step back and said,

NOTE Confidence: 0.954342292

00:41:57.560 --> 00:41:58.454 Okay, well, let's,

NOTE Confidence: 0.954342292

00:41:58.454 --> 00:42:00.242 let's see how we would embed

NOTE Confidence: 0.954342292

00:42:00.242 --> 00:42:02.040 this model in your population.

NOTE Confidence: 0.954342292

00:42:02.040 --> 00:42:04.077 So we created a Community Advisory Board.

NOTE Confidence: 0.954342292

00:42:04.080 --> 00:42:05.855 So I pulled people from

NOTE Confidence: 0.954342292

00:42:05.855 --> 00:42:07.275 Atlantic City and Chicago,

NOTE Confidence: 0.954342292

00:42:07.280 --> 00:42:09.296 as well as the Union members

NOTE Confidence: 0.954342292

00:42:09.296 --> 00:42:10.640 and the Union President.

NOTE Confidence: 0.954342292

00:42:10.640 --> 00:42:12.138 And can someone take a wild guess

NOTE Confidence: 0.954342292

00:42:12.138 --> 00:42:14.172 as to what a patient told me when

NOTE Confidence: 0.954342292

00:42:14.172 --> 00:42:15.512 I talked about this intervention

NOTE Confidence: 0.954342292

00:42:15.561 --> 00:42:17.116 about a community health worker,

NOTE Confidence: 0.954342292

00:42:17.120 --> 00:42:17.996 a healthcare advocate,

NOTE Confidence: 0.954342292

00:42:17.996 --> 00:42:19.748 reaching out to them to talk

NOTE Confidence: 0.954342292

00:42:19.748 --> 00:42:21.278 about advanced care planning?

NOTE Confidence: 0.927098317777778

00:42:25.430 --> 00:42:26.442 I didn't know either.

NOTE Confidence: 0.927098317777778

00:42:26.442 --> 00:42:27.707 I was actually very shocked.

NOTE Confidence: 0.927098317777778

00:42:27.710 --> 00:42:30.531 What they said was you try having

NOTE Confidence: 0.927098317777778

00:42:30.531 --> 00:42:32.465 a conversation about goals of

NOTE Confidence: 0.927098317777778

00:42:32.465 --> 00:42:34.330 care when you're worried about

NOTE Confidence: 0.927098317777778

00:42:34.330 --> 00:42:36.640 where your family is going to

NOTE Confidence: 0.927098317777778

00:42:36.710 --> 00:42:38.694 live and how you're going to get

NOTE Confidence: 0.927098317777778

00:42:38.694 --> 00:42:40.909 food on the table for your family.

NOTE Confidence: 0.927098317777778

00:42:40.910 --> 00:42:43.017 You're asking me to do something that

NOTE Confidence: 0.927098317777778

00:42:43.017 --> 00:42:45.547 I think is going to hasten my death.

NOTE Confidence: 0.927098317777778

00:42:45.550 --> 00:42:49.510 Then who is going to provide for my family?

NOTE Confidence: 0.927098317777778

00:42:49.510 --> 00:42:50.150 Eye opener.

NOTE Confidence: 0.936899133333333

00:42:52.300 --> 00:42:56.150 So guess what, we tabled the

NOTE Confidence: 0.936899133333333

00:42:56.150 --> 00:42:58.808 intervention and we focused on

NOTE Confidence: 0.936899133333333

00:42:58.808 --> 00:43:01.293 addressing health related social needs.

NOTE Confidence: 0.936899133333333

00:43:01.300 --> 00:43:02.236 We integrated that.

NOTE Confidence: 0.936899133333333

00:43:02.236 --> 00:43:04.420 We didn't table the advanced care planning,

NOTE Confidence: 0.936899133333333

00:43:04.420 --> 00:43:06.856 but we integrated the health related

NOTE Confidence: 0.936899133333333

00:43:06.856 --> 00:43:09.100 social needs first and foremost

NOTE Confidence: 0.936899133333333

00:43:09.100 --> 00:43:12.276 and we used community engagement to

NOTE Confidence: 0.936899133333333

00:43:12.276 --> 00:43:14.580 build partnerships with industry.

NOTE Confidence: 0.936899133333333

00:43:14.580 --> 00:43:15.684 One issue is transportation.

NOTE Confidence: 0.936899133333333

00:43:15.684 --> 00:43:17.661 How are people going to get to

NOTE Confidence: 0.936899133333333

00:43:17.661 --> 00:43:18.976 and from their clinic visits?

NOTE Confidence: 0.936899133333333

00:43:18.980 --> 00:43:21.068 Well, guess what?

NOTE Confidence: 0.936899133333333

00:43:21.070 --> 00:43:25.270 Lift can provide free transportation,

NOTE Confidence: 0.936899133333333

00:43:25.270 --> 00:43:28.078 better value, better quality, lower cost.

NOTE Confidence: 0.936899133333333

00:43:28.078 --> 00:43:31.310 If people are adhering to their treatments,

NOTE Confidence: 0.936899133333333

00:43:31.310 --> 00:43:34.226 people have no place to live.

NOTE Confidence: 0.936899133333333

00:43:34.230 --> 00:43:35.666 Local Housing Authority let's

NOTE Confidence: 0.936899133333333

00:43:35.666 --> 00:43:37.820 build in places for people to

NOTE Confidence: 0.936899133333333

00:43:37.882 --> 00:43:39.827 live while they're getting care.

NOTE Confidence: 0.943608066666667

00:43:42.230 --> 00:43:44.202 Let's think about ways

NOTE Confidence: 0.943608066666667

00:43:44.202 --> 00:43:46.667 to invest in social care,

NOTE Confidence: 0.943608066666667

00:43:46.670 --> 00:43:48.310 because then as an organization,

NOTE Confidence: 0.943608066666667

00:43:48.310 --> 00:43:49.990 you, not your health, has.

NOTE Confidence: 0.943608066666667

00:43:49.990 --> 00:43:51.710 Individuals with lots of diseases,

NOTE Confidence: 0.943608066666667

00:43:51.710 --> 00:43:55.070 not just cancer. Cancer is 1 slice.

NOTE Confidence: 0.943608066666667

00:43:55.070 --> 00:43:57.830 If we invest in social services,

NOTE Confidence: 0.943608066666667

00:43:57.830 --> 00:44:00.926 we are likely going to do better for not

NOTE Confidence: 0.943608066666667

00:44:00.926 --> 00:44:03.947 only our Members but also reduce costs.

NOTE Confidence: 0.943608066666667

00:44:03.950 --> 00:44:06.080 And so we built this in and then we also

NOTE Confidence: 0.943608066666667

00:44:06.142 --> 00:44:08.270 heard from unite your health that there

NOTE Confidence: 0.943608066666667

00:44:08.270 --> 00:44:10.898 were some crooked groups and some ecologists,

NOTE Confidence: 0.943608066666667

00:44:10.898 --> 00:44:13.948 that perhaps we're not providing the highest

NOTE Confidence: 0.943608066666667

00:44:13.948 --> 00:44:16.867 and most evidence based care for patients.

NOTE Confidence: 0.943608066666667

00:44:16.870 --> 00:44:18.840 And that is an area of research for me where

NOTE Confidence: 0.943608066666667

00:44:18.884 --> 00:44:20.627 we know patients by race and ethnicity,

00:44:20.630 --> 00:44:21.462 socioeconomic status,

00:44:21.462 --> 00:44:24.790 where you go determines the care you get.

00:44:24.790 --> 00:44:27.390 And so making for example,

00:44:27.390 --> 00:44:31.790 the Yale out in the community is a

00:44:31.790 --> 00:44:34.118 fantastic idea because providing

00:44:34.118 --> 00:44:37.366 evidence based care is a way to

00:44:37.366 --> 00:44:39.486 overcome many of the disparities.

00:44:39.486 --> 00:44:42.670 It's not due to patient level factors.

00:44:42.670 --> 00:44:45.180 I know we go there.

00:44:45.180 --> 00:44:46.853 It's actually due to what people are

00:44:46.853 --> 00:44:48.020 receiving once they're diagnosed.

00:44:48.020 --> 00:44:49.964 And now we've shown study after

00:44:49.964 --> 00:44:51.748 study after study that if you get

00:44:51.748 --> 00:44:53.307 the care that you need and the

00:44:53.307 --> 00:44:54.499 care that's evidence based,

00:44:54.500 --> 00:44:55.580 your outcomes are the same,

NOTE Confidence: 0.943608066666667

00:44:55.580 --> 00:44:58.991 if not better, then more white,

NOTE Confidence: 0.943608066666667

00:44:58.991 --> 00:45:00.819 more affluent white individuals

NOTE Confidence: 0.943608066666667

00:45:00.819 --> 00:45:03.140 who usually do much better.

NOTE Confidence: 0.943608066666667

00:45:03.140 --> 00:45:04.420 And so we picked through.

NOTE Confidence: 0.943608066666667

00:45:04.420 --> 00:45:05.500 I went through their claims,

NOTE Confidence: 0.943608066666667

00:45:05.500 --> 00:45:07.026 I went out to Atlantic City in

NOTE Confidence: 0.943608066666667

00:45:07.026 --> 00:45:08.859 Chicago as a fellow multiple times,

NOTE Confidence: 0.943608066666667

00:45:08.860 --> 00:45:11.597 looked over claims data and tried to

NOTE Confidence: 0.943608066666667

00:45:11.597 --> 00:45:14.289 identify the highest performing providers.

NOTE Confidence: 0.943608066666667

00:45:14.290 --> 00:45:15.970 And in Atlantic City there was

NOTE Confidence: 0.943608066666667

00:45:15.970 --> 00:45:17.090 an MD Anderson clinic.

NOTE Confidence: 0.943608066666667

00:45:17.090 --> 00:45:20.622 It was very costly but it also

NOTE Confidence: 0.943608066666667

00:45:20.622 --> 00:45:22.646 provided evidence based care.

NOTE Confidence: 0.943608066666667

00:45:22.650 --> 00:45:24.925 And so the union said Okay Manali,

NOTE Confidence: 0.943608066666667

00:45:24.930 --> 00:45:26.650 redesign, let's redesign the benefits.

00:45:26.650 --> 00:45:27.567 Okay, what do we need to do?

00:45:27.570 --> 00:45:30.770 And I said let's not reduce market share.

00:45:30.770 --> 00:45:31.562 People want a choice.

00:45:31.562 --> 00:45:33.034 I want a choice when I'm diagnosed

00:45:33.034 --> 00:45:34.693 with cancer and that's what we heard

00:45:34.693 --> 00:45:36.289 from the Community Advisory Board,

00:45:36.290 --> 00:45:38.410 you want a choice of where to go,

00:45:38.410 --> 00:45:40.276 but so don't remove the choice

00:45:40.276 --> 00:45:42.110 and have a narrow network.

00:45:42.110 --> 00:45:44.240 But rather expand the network and

00:45:44.240 --> 00:45:46.745 give people an incentive to go to

00:45:46.745 --> 00:45:48.109 the higher providing provider.

00:45:48.110 --> 00:45:50.030 So let's waive copays for people

00:45:50.030 --> 00:45:52.343 that choose to go to MD Anderson

00:45:52.343 --> 00:45:53.943 in the clinic in Chicago,

00:45:53.950 --> 00:45:57.150 your copays or waive,

NOTE Confidence: 0.943608066666667

00:45:57.150 --> 00:45:58.206 you still have choice,

NOTE Confidence: 0.943608066666667

00:45:58.206 --> 00:45:59.790 but you also get additional funding.

NOTE Confidence: 0.943608066666667

00:45:59.790 --> 00:46:01.267 If you choose to go to this,

NOTE Confidence: 0.943608066666667

00:46:01.270 --> 00:46:03.583 you know you have less out of pocket costs.

NOTE Confidence: 0.943608066666667

00:46:03.590 --> 00:46:05.468 So as part of this study,

NOTE Confidence: 0.943608066666667

00:46:05.470 --> 00:46:07.549 the Union asked us to do a randomized trial,

NOTE Confidence: 0.943608066666667

00:46:07.550 --> 00:46:10.378 which was actually very shocking to me.

NOTE Confidence: 0.943608066666667

00:46:10.380 --> 00:46:11.610 But they really wanted answers

NOTE Confidence: 0.943608066666667

00:46:11.610 --> 00:46:13.260 quickly and so we randomized patients,

NOTE Confidence: 0.943608066666667

00:46:13.260 --> 00:46:15.198 they would everybody got that free

NOTE Confidence: 0.943608066666667

00:46:15.198 --> 00:46:17.339 benefit of free cancer care services.

NOTE Confidence: 0.943608066666667

00:46:17.340 --> 00:46:18.978 So as part of usual care,

NOTE Confidence: 0.943608066666667

00:46:18.980 --> 00:46:21.265 every patient received that extra

NOTE Confidence: 0.943608066666667

00:46:21.265 --> 00:46:23.093 benefit of waiving costs.

NOTE Confidence: 0.943608066666667

00:46:23.100 --> 00:46:25.080 But every all the other patient

NOTE Confidence: 0.943608066666667

00:46:25.080 --> 00:46:26.400 population that were randomized

NOTE Confidence: 0.943608066666667

00:46:26.456 --> 00:46:28.562 received the added benefit of the

NOTE Confidence: 0.943608066666667

00:46:28.562 --> 00:46:29.966 Community health worker screening

NOTE Confidence: 0.943608066666667

00:46:30.022 --> 00:46:31.697 for health related social needs,

NOTE Confidence: 0.943608066666667

00:46:31.700 --> 00:46:33.480 conducting advanced care planning

NOTE Confidence: 0.943608066666667

00:46:33.480 --> 00:46:34.815 and symptom management.

NOTE Confidence: 0.943608066666667

00:46:34.820 --> 00:46:37.495 We randomized 160 across Atlantic

NOTE Confidence: 0.943608066666667

00:46:37.495 --> 00:46:39.100 City and Chicago.

NOTE Confidence: 0.9352219

00:46:39.100 --> 00:46:40.018 And this just goes to show,

NOTE Confidence: 0.9352219

00:46:40.020 --> 00:46:41.415 I don't want to go over all the details,

NOTE Confidence: 0.9352219

00:46:41.420 --> 00:46:44.180 but a very different patient population,

NOTE Confidence: 0.9352219

00:46:44.180 --> 00:46:46.340 younger patients, more females,

NOTE Confidence: 0.9352219

00:46:46.340 --> 00:46:48.980 high proportion of Latinx, black

NOTE Confidence: 0.9352219

00:46:48.980 --> 00:46:51.380 patient populations and Asian subgroups.

NOTE Confidence: 0.9352219

00:46:51.380 --> 00:46:53.802 Which made us have to translate all

NOTE Confidence: 0.9352219

00:46:53.802 --> 00:46:56.389 of these documents and to also hire a

NOTE Confidence: 0.9352219

00:46:56.389 --> 00:46:59.083 lot of Community health workers from

NOTE Confidence: 0.9352219

00:46:59.083 --> 00:47:01.455 communities that spoke the patient's

NOTE Confidence: 0.9352219

00:47:01.455 --> 00:47:04.773 preferences of language and that was costly.

NOTE Confidence: 0.9352219

00:47:04.780 --> 00:47:07.000 Unite your health, did it.

NOTE Confidence: 0.9352219

00:47:07.000 --> 00:47:09.976 Again, very low annual household incomes

NOTE Confidence: 0.9352219

00:47:09.976 --> 00:47:12.800 and very low educational attainment

NOTE Confidence: 0.9352219

00:47:12.800 --> 00:47:14.578 and what we found using the functional

NOTE Confidence: 0.9352219

00:47:14.578 --> 00:47:16.159 assessment of cancer therapies general,

NOTE Confidence: 0.9352219

00:47:16.160 --> 00:47:18.560 was that patients health related

NOTE Confidence: 0.9352219

00:47:18.560 --> 00:47:20.480 quality of life improved.

NOTE Confidence: 0.9352219

00:47:20.480 --> 00:47:21.280 Makes sense.

NOTE Confidence: 0.9352219

00:47:21.280 --> 00:47:22.880 If you're screening for

NOTE Confidence: 0.9352219

00:47:22.880 --> 00:47:24.480 health related social needs,

NOTE Confidence: 0.9352219

00:47:24.480 --> 00:47:25.810 you're likely going to have

NOTE Confidence: 0.9352219

00:47:25.810 --> 00:47:26.874 better quality of life.

NOTE Confidence: 0.9352219

00:47:26.880 --> 00:47:28.840 How much of this was from the other

NOTE Confidence: 0.9352219

00:47:28.840 --> 00:47:30.191 interventions is what I get asked

NOTE Confidence: 0.9352219

00:47:30.191 --> 00:47:31.892 all the time. Why does it matter?

NOTE Confidence: 0.9352219

00:47:31.892 --> 00:47:34.320 Shouldn't we be doing this in our practice?

NOTE Confidence: 0.94226628

00:47:36.670 --> 00:47:38.862 I think so. And parsing out one piece

NOTE Confidence: 0.94226628

00:47:38.862 --> 00:47:41.388 from the other doesn't really make sense,

NOTE Confidence: 0.94226628

00:47:41.390 --> 00:47:42.730 especially when you think

NOTE Confidence: 0.94226628

00:47:42.730 --> 00:47:44.070 about the patient population.

NOTE Confidence: 0.94226628

00:47:44.070 --> 00:47:46.452 And then if you look at the similar

NOTE Confidence: 0.94226628

00:47:46.452 --> 00:47:48.620 reduced reductions in emergency

NOTE Confidence: 0.94226628

00:47:48.620 --> 00:47:50.788 department use in hospitals,

NOTE Confidence: 0.94226628

00:47:50.790 --> 00:47:52.950 but you see that the higher there's a

NOTE Confidence: 0.94226628

00:47:52.950 --> 00:47:55.149 higher mean with this patient population,

NOTE Confidence: 0.94226628

00:47:55.150 --> 00:47:57.370 very complex patient population

NOTE Confidence: 0.94226628

00:47:57.370 --> 00:48:00.700 utilizing acute care services more so

NOTE Confidence: 0.94226628

00:48:00.783 --> 00:48:03.597 than patients in our other studies.

NOTE Confidence: 0.94226628

00:48:03.600 --> 00:48:04.812 But over all stages,

NOTE Confidence: 0.94226628

00:48:04.812 --> 00:48:07.320 so again this was all stages of cancer,

NOTE Confidence: 0.94226628

00:48:07.320 --> 00:48:09.320 I guess 12 month intervention,

NOTE Confidence: 0.94226628

00:48:09.320 --> 00:48:13.480 we found reductions in total cost of care.

NOTE Confidence: 0.94226628

00:48:13.480 --> 00:48:15.640 Is this scalable?

NOTE Confidence: 0.94226628

00:48:15.640 --> 00:48:18.520 We're now launching a 24 site

NOTE Confidence: 0.94226628

00:48:18.520 --> 00:48:20.440 cluster randomized control trial.

NOTE Confidence: 0.94226628

00:48:20.440 --> 00:48:23.959 To me doing usual care is kind of unethical.

NOTE Confidence: 0.946962533333333

00:48:26.040 --> 00:48:27.770 We know that palliative care

NOTE Confidence: 0.946962533333333

00:48:27.770 --> 00:48:29.154 in these services work.

NOTE Confidence: 0.946962533333333

00:48:29.160 --> 00:48:31.239 So comparing to usual care is really

NOTE Confidence: 0.946962533333333

00:48:31.239 --> 00:48:33.549 kind of a no go for me anymore.

NOTE Confidence: 0.946962533333333

00:48:33.550 --> 00:48:35.704 And so we've now started embedding

NOTE Confidence: 0.946962533333333

00:48:35.704 --> 00:48:37.505 technology delivered tools where the

NOTE Confidence: 0.946962533333333

00:48:37.505 --> 00:48:39.365 same exact tools that the Community

NOTE Confidence: 0.946962533333333

00:48:39.365 --> 00:48:41.429 health worker uses in her interactions,

NOTE Confidence: 0.946962533333333

00:48:41.430 --> 00:48:43.390 his or her interactions with the patient,

NOTE Confidence: 0.946962533333333

00:48:43.390 --> 00:48:45.342 the patients will receive

NOTE Confidence: 0.946962533333333

00:48:45.342 --> 00:48:47.782 passively in the control group.

NOTE Confidence: 0.946962533333333

00:48:47.790 --> 00:48:50.238 And I also want to make sure that

NOTE Confidence: 0.946962533333333

00:48:50.238 --> 00:48:52.866 we've got every single type of facility

NOTE Confidence: 0.946962533333333

00:48:52.866 --> 00:48:55.446 where people receive care included.

NOTE Confidence: 0.946962533333333

00:48:55.450 --> 00:48:57.010 So we've got community practices,

NOTE Confidence: 0.946962533333333

00:48:57.010 --> 00:48:58.450 we've got integrated systems,

NOTE Confidence: 0.946962533333333

00:48:58.450 --> 00:49:01.050 we have the VA academic systems and

NOTE Confidence: 0.946962533333333

00:49:01.050 --> 00:49:03.330 also our safety net hospital systems.

NOTE Confidence: 0.945581211176471

00:49:05.610 --> 00:49:07.465 Years later, Don Berwick wrote

NOTE Confidence: 0.945581211176471

00:49:07.465 --> 00:49:09.661 another article and I'm almost done

NOTE Confidence: 0.945581211176471

00:49:09.661 --> 00:49:13.050 so we can take questions in 2023,

NOTE Confidence: 0.945581211176471

00:49:13.050 --> 00:49:14.610 if you all have time.

NOTE Confidence: 0.945581211176471

00:49:14.610 --> 00:49:15.570 Just a couple of months ago,

NOTE Confidence: 0.945581211176471

00:49:15.570 --> 00:49:17.460 I would love for you to pick up that

NOTE Confidence: 0.945581211176471

00:49:17.460 --> 00:49:18.706 article and juxtapose it against

NOTE Confidence: 0.945581211176471

00:49:18.706 --> 00:49:21.940 what he wrote in 2008 because

NOTE Confidence: 0.945581211176471

00:49:21.940 --> 00:49:24.690 it's very sobering, sombering.

NOTE Confidence: 0.945285228333333

00:49:27.400 --> 00:49:28.970 Even the title the existential

NOTE Confidence: 0.945285228333333

00:49:28.970 --> 00:49:31.440 threat of greed in the United States,

NOTE Confidence: 0.945285228333333

00:49:31.440 --> 00:49:34.160 United States healthcare system.

NOTE Confidence: 0.945285228333333

00:49:34.160 --> 00:49:37.160 And in that article, it makes me question,

NOTE Confidence: 0.945285228333333

00:49:37.160 --> 00:49:40.317 are we going in the wrong direction?

NOTE Confidence: 0.945285228333333

00:49:40.320 --> 00:49:42.519 Is it worsening?

NOTE Confidence: 0.945285228333333

00:49:42.520 --> 00:49:44.476 Because now we see how many

NOTE Confidence: 0.945285228333333

00:49:44.476 --> 00:49:47.034 of you all have seen what ASCO

NOTE Confidence: 0.945285228333333

00:49:47.034 --> 00:49:50.990 has done for Wellness burnout.

NOTE Confidence: 0.945285228333333

00:49:50.990 --> 00:49:52.598 Of course our ask the President

NOTE Confidence: 0.945285228333333

00:49:52.598 --> 00:49:53.353 knows you closure ears.

NOTE Confidence: 0.945285228333333

00:49:53.353 --> 00:49:54.910 When I used to want to talk about this,

NOTE Confidence: 0.945285228333333

00:49:54.910 --> 00:49:57.990 if we don't get at the root of the problem,

NOTE Confidence: 0.945285228333333

00:49:57.990 --> 00:49:59.990 everything else is a Band-Aid.

NOTE Confidence: 0.945285228333333

00:49:59.990 --> 00:50:03.986 The problem is the healthcare system,

NOTE Confidence: 0.945285228333333

00:50:03.990 --> 00:50:05.190 the way that it's financed.

NOTE Confidence: 0.945285228333333

00:50:05.190 --> 00:50:08.214 I did not go into medicine to be

NOTE Confidence: 0.945285228333333

00:50:08.214 --> 00:50:11.942 a paper pusher and to argue with

NOTE Confidence: 0.945285228333333

00:50:11.942 --> 00:50:14.149 payers about prior authorization

NOTE Confidence: 0.945285228333333

00:50:14.149 --> 00:50:17.347 for services that I know work,

NOTE Confidence: 0.945285228333333

00:50:17.350 --> 00:50:19.936 nor did I go into medicine.

NOTE Confidence: 0.945285228333333

00:50:19.940 --> 00:50:21.220 To make a huge buck.

NOTE Confidence: 0.945285228333333

00:50:21.220 --> 00:50:23.215 And I know that may be different,

NOTE Confidence: 0.945285228333333

00:50:23.220 --> 00:50:25.893 but I also don't think that as a society,

NOTE Confidence: 0.945285228333333

00:50:25.900 --> 00:50:28.410 capitalizing off of people when

NOTE Confidence: 0.945285228333333

00:50:28.410 --> 00:50:30.176 they're sick is where we want

NOTE Confidence: 0.945285228333333

00:50:30.176 --> 00:50:31.500 to go or where we should go.

NOTE Confidence: 0.946962533333333

00:50:33.580 --> 00:50:34.819 And now hospices

NOTE Confidence: 0.81065308

00:50:36.940 --> 00:50:41.891 sadly profiteering why

NOTE Confidence: 0.81065308

00:50:41.891 --> 00:50:44.246 this is shocking to me.

NOTE Confidence: 0.81065308

00:50:44.250 --> 00:50:47.225 It's really not because we're part of

NOTE Confidence: 0.81065308

00:50:47.225 --> 00:50:49.420 the American ecosystem where there's

NOTE Confidence: 0.81065308

00:50:49.420 --> 00:50:51.970 this desire to want to capitalize,

NOTE Confidence: 0.81065308

00:50:51.970 --> 00:50:53.090 but it really makes our,

NOTE Confidence: 0.81065308

00:50:53.090 --> 00:50:54.806 our jobs harder as physicians to

NOTE Confidence: 0.81065308

00:50:54.806 --> 00:50:56.931 think about what we were trained in

NOTE Confidence: 0.81065308

00:50:56.931 --> 00:50:58.767 medical school not to think about,

NOTE Confidence: 0.81065308

00:50:58.770 --> 00:51:01.608 but it's impacting all of us.

NOTE Confidence: 0.81065308

00:51:01.610 --> 00:51:02.726 This is the why for me,

NOTE Confidence: 0.81065308

00:51:02.730 --> 00:51:04.314 why do I keep going even

NOTE Confidence: 0.81065308

00:51:04.314 --> 00:51:05.978 though it seems like, you know,

NOTE Confidence: 0.81065308

00:51:05.978 --> 00:51:07.595 the system is a big wave

NOTE Confidence: 0.81065308

00:51:07.595 --> 00:51:08.770 and crashing us all over?

NOTE Confidence: 0.81065308

00:51:08.770 --> 00:51:09.730 I really don't feel that way.

NOTE Confidence: 0.81065308

00:51:09.730 --> 00:51:11.635 I'm actually still bright eyed

NOTE Confidence: 0.81065308

00:51:11.635 --> 00:51:13.540 and bushy tailed and naive.

NOTE Confidence: 0.81065308

00:51:13.540 --> 00:51:14.338 How many of you all know Paul,

NOTE Confidence: 0.81065308

00:51:14.340 --> 00:51:14.860 Farmer,

NOTE Confidence: 0.936479825

00:51:17.220 --> 00:51:19.040 humanitarian. And for me,

NOTE Confidence: 0.936479825

00:51:19.040 --> 00:51:21.580 this is the why health really

NOTE Confidence: 0.936479825

00:51:21.580 --> 00:51:23.380 is a fundamental human right.

NOTE Confidence: 0.941092216666667

00:51:25.420 --> 00:51:27.688 It's not something that we if we

NOTE Confidence: 0.941092216666667

00:51:27.688 --> 00:51:30.139 live in the right neighborhood,

NOTE Confidence: 0.941092216666667

00:51:30.140 --> 00:51:31.856 if we have the right parents,

NOTE Confidence: 0.941092216666667

00:51:31.860 --> 00:51:33.300 if we have the right education,

NOTE Confidence: 0.941092216666667

00:51:33.300 --> 00:51:35.538 if we speak the right language,

NOTE Confidence: 0.941092216666667

00:51:35.540 --> 00:51:37.187 that we may or may not be able to

NOTE Confidence: 0.941092216666667

00:51:37.187 --> 00:51:38.698 attain our highest health possible.

NOTE Confidence: 0.93773775

00:51:43.000 --> 00:51:45.640 And why also is because we see change.

NOTE Confidence: 0.93773775

00:51:45.640 --> 00:51:47.120 The A/C A was huge,

NOTE Confidence: 0.93773775

00:51:47.120 --> 00:51:49.160 opened up the door to being able to

NOTE Confidence: 0.93773775

00:51:49.160 --> 00:51:51.197 take away this idea of death panels.

NOTE Confidence: 0.93773775

00:51:51.200 --> 00:51:53.636 We actually get reimbursed for having

NOTE Confidence: 0.93773775

00:51:53.640 --> 00:51:56.022 conversations that should be part of

NOTE Confidence: 0.93773775

00:51:56.022 --> 00:51:58.800 the fabric about how we deliver care.

NOTE Confidence: 0.93773775

00:51:58.800 --> 00:52:00.102 But also remember that site that

NOTE Confidence: 0.93773775

00:52:00.102 --> 00:52:01.841 I told you in Fullerton that said

NOTE Confidence: 0.93773775

00:52:01.841 --> 00:52:03.479 no way to advance care planning.

NOTE Confidence: 0.93773775

00:52:03.480 --> 00:52:04.764 We'll do the symptoms stuff if

NOTE Confidence: 0.93773775

00:52:04.764 --> 00:52:06.399 you give us a bunch of money.

NOTE Confidence: 0.93773775

00:52:06.400 --> 00:52:11.027 They now are advertising on their website.

NOTE Confidence: 0.93773775

00:52:11.030 --> 00:52:13.242 This program is part of one of

NOTE Confidence: 0.93773775

00:52:13.242 --> 00:52:14.475 their critical services and

NOTE Confidence: 0.93773775

00:52:14.475 --> 00:52:16.185 care more decided to pull out.

NOTE Confidence: 0.93773775

00:52:16.190 --> 00:52:18.390 They said we're not paying for it anymore.

NOTE Confidence: 0.93773775

00:52:18.390 --> 00:52:19.521 But guess what?

NOTE Confidence: 0.93773775

00:52:19.521 --> 00:52:22.160 This oncology group is continuing with it

NOTE Confidence: 0.93773775

00:52:22.233 --> 00:52:24.949 now and has expanded across three states.

NOTE Confidence: 0.93773775

00:52:24.950 --> 00:52:25.990 A couple of months ago,

NOTE Confidence: 0.93773775

00:52:25.990 --> 00:52:28.024 we trained all of the health

NOTE Confidence: 0.93773775

00:52:28.024 --> 00:52:29.910 advocates at unite your health.

NOTE Confidence: 0.93773775

00:52:29.910 --> 00:52:31.878 So all of the health advocates

NOTE Confidence: 0.93773775

00:52:31.878 --> 00:52:33.830 across the United States, Las Vegas,

NOTE Confidence: 0.93773775

00:52:33.830 --> 00:52:35.906 New York, Boston, the food industry,

NOTE Confidence: 0.93773775

00:52:35.906 --> 00:52:39.200 they were all trained on this model and.

NOTE Confidence: 0.93773775

00:52:39.200 --> 00:52:43.334 I firmly believe in advocating policy change.

NOTE Confidence: 0.93773775

00:52:43.334 --> 00:52:45.728 We always forget about the outer bucket.

NOTE Confidence: 0.93773775

00:52:45.730 --> 00:52:47.716 But it's so important to think

NOTE Confidence: 0.93773775

00:52:47.716 --> 00:52:49.809 about how to advocate for change.

NOTE Confidence: 0.93773775

00:52:49.810 --> 00:52:51.418 So with community partners,

NOTE Confidence: 0.93773775

00:52:51.418 --> 00:52:54.370 we were knocking on the door in

NOTE Confidence: 0.93773775

00:52:54.370 --> 00:52:56.700 Sacramento every month saying community

NOTE Confidence: 0.93773775

00:52:56.700 --> 00:52:59.650 health workers need to be reimbursed.

NOTE Confidence: 0.93773775

00:52:59.650 --> 00:53:00.883 And so now,

NOTE Confidence: 0.93773775

00:53:00.883 --> 00:53:02.527 as a medical benefit,

NOTE Confidence: 0.93773775

00:53:02.530 --> 00:53:03.454 as of July,

NOTE Confidence: 0.93773775

00:53:03.454 --> 00:53:05.302 the work that my community members

NOTE Confidence: 0.93773775

00:53:05.302 --> 00:53:06.931 and Community health workers

NOTE Confidence: 0.93773775

00:53:06.931 --> 00:53:08.688 are doing are now reimbursed.

NOTE Confidence: 0.922411470588235

00:53:11.210 --> 00:53:13.307 I have a lot of other projects now focused

NOTE Confidence: 0.922411470588235

00:53:13.307 --> 00:53:15.408 on that other side of EU shaped curve,

NOTE Confidence: 0.922411470588235

00:53:15.410 --> 00:53:17.410 really trying to improve equitable

NOTE Confidence: 0.922411470588235

00:53:17.410 --> 00:53:19.010 evidence based care delivery.

NOTE Confidence: 0.922411470588235

00:53:19.010 --> 00:53:21.170 And for me it really is people over profits.

NOTE Confidence: 0.922411470588235

00:53:21.170 --> 00:53:22.484 And I think all of you in this room,

NOTE Confidence: 0.922411470588235

00:53:22.490 --> 00:53:25.650 because you came to this talk number one,

NOTE Confidence: 0.922411470588235

00:53:25.650 --> 00:53:27.170 really believe the same thing

NOTE Confidence: 0.9402536

00:53:29.610 --> 00:53:31.887 when you think about the people at the table.

NOTE Confidence: 0.9402536

00:53:31.890 --> 00:53:34.090 We've got the governor's office,

NOTE Confidence: 0.9402536

00:53:34.090 --> 00:53:36.430 you can see the big capital,

NOTE Confidence: 0.9402536

00:53:36.430 --> 00:53:39.230 we've got the county.

NOTE Confidence: 0.9402536

00:53:39.230 --> 00:53:41.950 Department of Public Health,

NOTE Confidence: 0.9402536

00:53:41.950 --> 00:53:43.665 you think about who's at the table,

NOTE Confidence: 0.9402536

00:53:43.670 --> 00:53:46.238 who even knows that a table

NOTE Confidence: 0.9402536

00:53:46.238 --> 00:53:47.526 exists and who's not there,

NOTE Confidence: 0.9402536

00:53:47.526 --> 00:53:49.469 who may not know that the table exists.

NOTE Confidence: 0.9402536

00:53:49.470 --> 00:53:52.543 Bring them all together and you can

NOTE Confidence: 0.9402536

00:53:52.543 --> 00:53:53.860 create sustainable interventions

NOTE Confidence: 0.9402536

00:53:53.924 --> 00:53:55.988 like I talked about in Honduras.

NOTE Confidence: 0.9402536

00:53:55.990 --> 00:53:56.788 And that's it.

NOTE Confidence: 0.9402536

00:53:56.788 --> 00:53:57.586 That's a wrap.

NOTE Confidence: 0.934215492

00:54:04.710 --> 00:54:06.378 We have a couple time. This is our lab.

NOTE Confidence: 0.934215492

00:54:06.378 --> 00:54:08.028 And so if anyone wants to check it out,

NOTE Confidence: 0.934215492

00:54:08.030 --> 00:54:10.326 please, we've got a bunch of other

NOTE Confidence: 0.934215492

00:54:10.326 --> 00:54:11.962 studies ongoing and then certainly

NOTE Confidence: 0.934215492

00:54:11.962 --> 00:54:13.090 some questions. Yes, in the back.

NOTE Confidence: 0.93270605

00:54:15.410 --> 00:54:16.410 Oh, thank you Sir.

NOTE Confidence: 0.9452853

00:54:24.610 --> 00:54:25.640 One of the beauties of

NOTE Confidence: 0.9452853

00:54:25.640 --> 00:54:27.570 community that expresses

NOTE Confidence: 0.94629164

00:54:27.570 --> 00:54:31.830 the support you said really get to vote yes

NOTE Confidence: 0.94629164

00:54:31.830 --> 00:54:34.009 really the whole 1000 importance of that.

NOTE Confidence: 0.94629164

00:54:34.010 --> 00:54:36.428 Did you identify any particular cultural

NOTE Confidence: 0.94629164

00:54:36.428 --> 00:54:38.475 barriers and or facilitators within

NOTE Confidence: 0.94629164

00:54:38.475 --> 00:54:40.725 the community that she's engaged with?

NOTE Confidence: 0.918741776666667

00:54:41.890 --> 00:54:43.270 Very good question.

NOTE Confidence: 0.918741776666667

00:54:43.270 --> 00:54:45.270 So the question, did everybody

NOTE Confidence: 0.918741776666667

00:54:45.270 --> 00:54:47.130 hear that maybe for online folks,

NOTE Confidence: 0.918741776666667

00:54:47.130 --> 00:54:49.631 the question was did you with

NOTE Confidence: 0.918741776666667

00:54:49.631 --> 00:54:51.315 community based participatory research

NOTE Confidence: 0.918741776666667

00:54:51.315 --> 00:54:52.999 really knowing the communities

NOTE Confidence: 0.918741776666667

00:54:52.999 --> 00:54:55.122 and if we identified any cultural

NOTE Confidence: 0.918741776666667

00:54:55.122 --> 00:54:56.767 barriers or facilitators in the

NOTE Confidence: 0.918741776666667

00:54:56.826 --> 00:54:58.766 communities that we identified with.

NOTE Confidence: 0.918741776666667

00:54:58.770 --> 00:55:00.940 So yes, and I'm really glad that

NOTE Confidence: 0.918741776666667

00:55:00.940 --> 00:55:02.782 you asked that question because

NOTE Confidence: 0.918741776666667

00:55:02.782 --> 00:55:04.537 there were some considerations

NOTE Confidence: 0.918741776666667

00:55:04.537 --> 00:55:06.972 especially among some of the

NOTE Confidence: 0.918741776666667

00:55:06.972 --> 00:55:08.920 Asian patient populations about.

NOTE Confidence: 0.918741776666667

00:55:08.920 --> 00:55:10.480 Patients may be potentially not

NOTE Confidence: 0.918741776666667

00:55:10.480 --> 00:55:12.040 wanting to engage in discussions,

NOTE Confidence: 0.918741776666667

00:55:12.040 --> 00:55:14.000 but that their caregivers would.

NOTE Confidence: 0.918741776666667

00:55:14.000 --> 00:55:16.568 And so we expanded the intervention

NOTE Confidence: 0.918741776666667

00:55:16.568 --> 00:55:19.040 to allow for cultural humility.

NOTE Confidence: 0.918741776666667

00:55:19.040 --> 00:55:23.198 If that is how that is in their family,

NOTE Confidence: 0.918741776666667

00:55:23.200 --> 00:55:25.984 who am I to say I want to talk

NOTE Confidence: 0.918741776666667

00:55:25.984 --> 00:55:27.064 to the patient directly about

NOTE Confidence: 0.918741776666667

00:55:27.064 --> 00:55:28.118 what the patient wants?

NOTE Confidence: 0.918741776666667

00:55:28.120 --> 00:55:31.120 That is how and especially in my family,

NOTE Confidence: 0.918741776666667

00:55:31.120 --> 00:55:32.638 the same goes in my family.

NOTE Confidence: 0.918741776666667

00:55:32.640 --> 00:55:34.719 We want the patient to be engaged,

NOTE Confidence: 0.918741776666667

00:55:34.720 --> 00:55:35.980 but is that how,

NOTE Confidence: 0.918741776666667

00:55:35.980 --> 00:55:37.870 if that's how they've set up.

NOTE Confidence: 0.918741776666667

00:55:37.870 --> 00:55:39.015 And that's how they've been

NOTE Confidence: 0.918741776666667

00:55:39.015 --> 00:55:40.590 that is part of their culture,

NOTE Confidence: 0.918741776666667

00:55:40.590 --> 00:55:42.306 in the fabric of their culture.

NOTE Confidence: 0.918741776666667

00:55:42.310 --> 00:55:44.662 We should try to begin to tweak

NOTE Confidence: 0.918741776666667

00:55:44.662 --> 00:55:45.670 our interventions again,

NOTE Confidence: 0.918741776666667

00:55:45.670 --> 00:55:47.670 using that same concept of

NOTE Confidence: 0.918741776666667

00:55:47.670 --> 00:55:49.230 not going in with blinders,

NOTE Confidence: 0.918741776666667

00:55:49.230 --> 00:55:50.862 of thinking that this is the

NOTE Confidence: 0.918741776666667

00:55:50.862 --> 00:55:52.150 way this intervention should be,

NOTE Confidence: 0.918741776666667

00:55:52.150 --> 00:55:54.235 but rather thinking about how

NOTE Confidence: 0.918741776666667

00:55:54.235 --> 00:55:55.903 to codesign the discussions.

NOTE Confidence: 0.918741776666667

00:55:55.910 --> 00:55:58.988 Facilitators was faithbased,

NOTE Confidence: 0.918741776666667

00:55:58.990 --> 00:56:01.264 so in Atlantic City we found

NOTE Confidence: 0.918741776666667

00:56:01.264 --> 00:56:02.780 community partners that were

NOTE Confidence: 0.918741776666667

00:56:02.849 --> 00:56:04.844 faithbased organizations across

NOTE Confidence: 0.918741776666667

00:56:04.844 --> 00:56:06.510 multiple demographic groups.

NOTE Confidence: 0.918741776666667

00:56:06.510 --> 00:56:10.010 Who really came to charge and would

NOTE Confidence: 0.918741776666667

00:56:10.010 --> 00:56:13.100 talk about filling out five wishes?

NOTE Confidence: 0.918741776666667

00:56:13.100 --> 00:56:15.700 In their sermons on Sunday?

NOTE Confidence: 0.918741776666667

00:56:15.700 --> 00:56:17.680 We found Hindu priests discussing

NOTE Confidence: 0.918741776666667

00:56:17.680 --> 00:56:20.120 advanced care plan and we provided

NOTE Confidence: 0.918741776666667

00:56:20.120 --> 00:56:22.454 them with the materials and so

NOTE Confidence: 0.918741776666667

00:56:22.454 --> 00:56:24.527 they expanded that reach and

NOTE Confidence: 0.918741776666667

00:56:24.527 --> 00:56:25.775 normalized these conversations

NOTE Confidence: 0.918741776666667

00:56:25.775 --> 00:56:28.756 long before we had to even engage.

NOTE Confidence: 0.918741776666667

00:56:28.756 --> 00:56:30.100 Very good question.

NOTE Confidence: 0.918741776666667

00:56:30.100 --> 00:56:31.654 Did that answer some of your questions?

NOTE Confidence: 0.926835733333333

00:56:36.710 --> 00:56:39.075 I mean the technology,

NOTE Confidence: 0.926835733333333

00:56:39.075 --> 00:56:42.190 you never go by higher funding costs.

NOTE Confidence: 0.926835733333333

00:56:42.190 --> 00:56:47.239 Yeah. How do we change capitalistic

NOTE Confidence: 0.926835733333333

00:56:47.239 --> 00:56:49.453 model we see in there versus

NOTE Confidence: 0.926835733333333

00:56:49.453 --> 00:56:51.030 every other technology sector?

NOTE Confidence: 0.926835733333333

00:56:51.030 --> 00:56:52.350 Like why are they so different?

NOTE Confidence: 0.926835733333333

00:56:52.350 --> 00:56:54.150 Is it beer and black information?

NOTE Confidence: 0.926835733333333

00:56:54.150 --> 00:56:55.242 Like why are they so different and

NOTE Confidence: 0.926835733333333

00:56:55.242 --> 00:56:56.667 how do we kind of break the picture?

NOTE Confidence: 0.944566485714286

00:56:57.630 --> 00:56:58.154 Good question.

NOTE Confidence: 0.944566485714286

00:56:58.154 --> 00:57:00.260 So the question was why, you know,

NOTE Confidence: 0.944566485714286

00:57:00.260 --> 00:57:03.025 in the technology sector there's this desire.

NOTE Confidence: 0.944566485714286

00:57:03.030 --> 00:57:04.549 Please correct me if I'm wrong there.

NOTE Confidence: 0.944566485714286

00:57:04.550 --> 00:57:05.564 Essentially you can.

NOTE Confidence: 0.944566485714286

00:57:05.564 --> 00:57:07.930 Make products that can then lower costs.

NOTE Confidence: 0.944566485714286

00:57:07.930 --> 00:57:08.930 But in the healthcare sector,

NOTE Confidence: 0.944566485714286

00:57:08.930 --> 00:57:11.345 we're not there yet and it's all

NOTE Confidence: 0.944566485714286

00:57:11.345 --> 00:57:13.130 because it's misaligned incentives.

NOTE Confidence: 0.944566485714286

00:57:13.130 --> 00:57:14.607 If you think about the different players,

NOTE Confidence: 0.944566485714286

00:57:14.610 --> 00:57:16.566 we haven't come together to align.

NOTE Confidence: 0.944566485714286

00:57:16.570 --> 00:57:17.938 Consumers really drive change.

NOTE Confidence: 0.944566485714286

00:57:17.938 --> 00:57:20.968 And So what we really need to do is

NOTE Confidence: 0.944566485714286

00:57:20.968 --> 00:57:23.110 galvanize like we are in these communities

NOTE Confidence: 0.944566485714286

00:57:23.170 --> 00:57:25.090 and start thinking together and

NOTE Confidence: 0.944566485714286

00:57:25.090 --> 00:57:27.263 collectively about how to change that.

NOTE Confidence: 0.944566485714286

00:57:27.263 --> 00:57:29.287 You know, I, I hate to go there,

NOTE Confidence: 0.944566485714286

00:57:29.290 --> 00:57:33.130 but a universal payer system,

NOTE Confidence: 0.944566485714286

00:57:33.130 --> 00:57:35.520 you see how it works in the VA.

NOTE Confidence: 0.944566485714286

00:57:35.520 --> 00:57:37.380 And there are challenges that every

NOTE Confidence: 0.944566485714286

00:57:37.380 --> 00:57:39.635 study we've done in the VA and outside

NOTE Confidence: 0.944566485714286

00:57:39.635 --> 00:57:41.243 the VA shows that people within

NOTE Confidence: 0.944566485714286

00:57:41.243 --> 00:57:42.815 the VA have less disparities when

NOTE Confidence: 0.944566485714286

00:57:42.815 --> 00:57:44.640 they get care within the VA system.

NOTE Confidence: 0.944566485714286

00:57:44.640 --> 00:57:46.299 And now with the Mission Act that

NOTE Confidence: 0.944566485714286

00:57:46.299 --> 00:57:47.941 allows our veterans to receive care

NOTE Confidence: 0.944566485714286

00:57:47.941 --> 00:57:49.117 in community based facilities,

NOTE Confidence: 0.944566485714286

00:57:49.120 --> 00:57:51.176 we see that when they use community based

NOTE Confidence: 0.944566485714286

00:57:51.176 --> 00:57:52.600 facilities, their outcomes are worse.

NOTE Confidence: 0.939338745454545

00:57:55.040 --> 00:57:58.478 It is a way to financially

NOTE Confidence: 0.939338745454545

00:57:58.478 --> 00:58:01.560 incentivize and to align goals,

NOTE Confidence: 0.939338745454545

00:58:01.560 --> 00:58:02.640 not to be a reductionist,

NOTE Confidence: 0.939338745454545

00:58:02.640 --> 00:58:03.560 but that's one example.

NOTE Confidence: 0.93689905

00:58:06.840 --> 00:58:08.840 A comment and a question.

NOTE Confidence: 0.936228178

00:58:09.760 --> 00:58:13.450 So the comment is that I worry a

NOTE Confidence: 0.936228178

00:58:13.450 --> 00:58:15.790 little bit about putting patients in

NOTE Confidence: 0.936228178

00:58:15.790 --> 00:58:18.518 the middle of the cost situation,

NOTE Confidence: 0.936228178

00:58:18.520 --> 00:58:20.120 partially because the costs

NOTE Confidence: 0.936228178

00:58:20.120 --> 00:58:22.120 are in many ways artificial.

NOTE Confidence: 0.936228178

00:58:22.120 --> 00:58:24.664 And I think the real solution is of

NOTE Confidence: 0.936228178

00:58:24.664 --> 00:58:26.731 course that we should have coverage

NOTE Confidence: 0.936228178

00:58:26.731 --> 00:58:29.608 for everyone and and then we should

NOTE Confidence: 0.936228178

00:58:29.608 --> 00:58:32.258 work on figuring out the cost.

NOTE Confidence: 0.936228178

00:58:32.260 --> 00:58:34.356 The and and I fear that some people

NOTE Confidence: 0.936228178

00:58:34.356 --> 00:58:36.407 will just say that's just too much

NOTE Confidence: 0.936228178

00:58:36.407 --> 00:58:39.556 money for me and for maybe the wrong

NOTE Confidence: 0.936228178

00:58:39.556 --> 00:58:41.860 reasons choose not to get care.

NOTE Confidence: 0.936228178

00:58:41.860 --> 00:58:45.823 The question I have though is to what extent?

NOTE Confidence: 0.936228178

00:58:45.823 --> 00:58:48.745 I know in in in at least one of the

NOTE Confidence: 0.936228178

00:58:48.745 --> 00:58:50.309 studies there wasn't interaction

NOTE Confidence: 0.936228178

00:58:50.309 --> 00:58:51.901 between the Community health

NOTE Confidence: 0.936228178

00:58:51.901 --> 00:58:53.656 worker and the medical team.

NOTE Confidence: 0.936228178

00:58:53.660 --> 00:58:55.535 To what extent in other

NOTE Confidence: 0.936228178

00:58:55.535 --> 00:58:57.035 situations have you had?

NOTE Confidence: 0.936228178

00:58:57.040 --> 00:58:57.920 Contact between those two,

NOTE Confidence: 0.946004114285714

00:58:58.400 --> 00:58:59.835 yeah I actually that's a good question.

NOTE Confidence: 0.946004114285714

00:58:59.840 --> 00:59:01.996 So the question was to what degree

NOTE Confidence: 0.946004114285714

00:59:01.996 --> 00:59:03.730 does the Community health worker

NOTE Confidence: 0.946004114285714

00:59:03.730 --> 00:59:05.600 engage with the clinical teams.

NOTE Confidence: 0.946004114285714

00:59:05.600 --> 00:59:07.800 I think in the in the ideal scenario

NOTE Confidence: 0.946004114285714

00:59:07.800 --> 00:59:10.025 you want a highly functioning team

00:59:10.025 --> 00:59:12.443 where there is communication across both

00:59:12.511 --> 00:59:14.671 unfortunately and and the majority of

00:59:14.671 --> 00:59:17.364 the sites have chosen that even if they

00:59:17.364 --> 00:59:18.919 haven't chosen that initially they've

00:59:18.919 --> 00:59:20.890 come around to really engaging the

00:59:20.890 --> 00:59:23.019 community health workers part of the team.

00:59:23.020 --> 00:59:24.634 Where we've seen struggles is in

00:59:24.634 --> 00:59:26.298 that example in Atlantic City and

00:59:26.298 --> 00:59:27.643 Chicago where the oncologist really

00:59:27.643 --> 00:59:29.536 did not want to be involved at all.

00:59:29.540 --> 00:59:30.220 And so we said, Okay,

00:59:30.220 --> 00:59:32.272 we're going to do it with the payer alone

00:59:32.272 --> 00:59:34.179 and there was limited communication,

00:59:34.180 --> 00:59:36.204 but we also want to make it such

00:59:36.204 --> 00:59:37.539 that patients are activated.

00:59:37.540 --> 00:59:38.653 These interventions, the,

NOTE Confidence: 0.946004114285714

00:59:38.653 --> 00:59:40.137 the proactive symptom assessment,

NOTE Confidence: 0.946004114285714

00:59:40.140 --> 00:59:42.540 I think should be longitudinal,

NOTE Confidence: 0.946004114285714

00:59:42.540 --> 00:59:43.620 but the advanced care planning,

NOTE Confidence: 0.946004114285714

00:59:43.620 --> 00:59:45.438 you really want to give patients

NOTE Confidence: 0.946004114285714

00:59:45.438 --> 00:59:47.919 the tools to be their own advocate.

NOTE Confidence: 0.946004114285714

00:59:47.920 --> 00:59:49.950 And so in those situations and most

NOTE Confidence: 0.946004114285714

00:59:49.950 --> 00:59:52.304 of our studies are really just limited

NOTE Confidence: 0.946004114285714

00:59:52.304 --> 00:59:54.079 with that intervention you see,

NOTE Confidence: 0.946004114285714

00:59:54.080 --> 00:59:55.879 which I didn't show is an enduring

NOTE Confidence: 0.946004114285714

00:59:55.879 --> 00:59:57.486 effect of the intervention long

NOTE Confidence: 0.946004114285714

00:59:57.486 --> 00:59:59.436 after the intervention has ended.

NOTE Confidence: 0.946004114285714

00:59:59.440 --> 01:00:00.454 And so we,

NOTE Confidence: 0.946004114285714

01:00:00.454 --> 01:00:03.284 we just looked at the VA study now

NOTE Confidence: 0.946004114285714

01:00:03.284 --> 01:00:05.676 10 years later and we found actually

NOTE Confidence: 0.946004114285714

01:00:05.676 --> 01:00:07.590 really big differences at the end

NOTE Confidence: 0.946004114285714

01:00:07.649 --> 01:00:09.679 of life for the patients that died,

NOTE Confidence: 0.946004114285714

01:00:09.680 --> 01:00:11.585 perhaps indicating that the skills

NOTE Confidence: 0.946004114285714

01:00:11.585 --> 01:00:13.490 that patients were learning are

NOTE Confidence: 0.946004114285714

01:00:13.549 --> 01:00:14.817 like riding a bicycle.

NOTE Confidence: 0.946004114285714

01:00:14.820 --> 01:00:16.934 You want patients to activate for themselves.

NOTE Confidence: 0.946004114285714

01:00:16.940 --> 01:00:18.566 And so in those situations where

NOTE Confidence: 0.946004114285714

01:00:18.566 --> 01:00:20.159 we don't have the Wellfunctioning

NOTE Confidence: 0.946004114285714

01:00:20.159 --> 01:00:21.979 team in the communication,

NOTE Confidence: 0.946004114285714

01:00:21.980 --> 01:00:24.116 we have the Community health worker

NOTE Confidence: 0.946004114285714

01:00:24.116 --> 01:00:25.946 activate the patients to call

NOTE Confidence: 0.946004114285714

01:00:25.946 --> 01:00:28.010 their clinician and make sure that

NOTE Confidence: 0.946004114285714

01:00:28.010 --> 01:00:29.700 these symptoms are addressed.

NOTE Confidence: 0.946004114285714

01:00:29.700 --> 01:00:30.138 So they say,

NOTE Confidence: 0.946004114285714

01:00:30.138 --> 01:00:31.500 I'm going to get off the phone with you,

NOTE Confidence: 0.946004114285714

01:00:31.500 --> 01:00:32.916 you're going to call your clinician

NOTE Confidence: 0.946004114285714

01:00:32.916 --> 01:00:33.860 going to hang up.

NOTE Confidence: 0.946004114285714

01:00:33.860 --> 01:00:35.498 I'm going to call you again in

NOTE Confidence: 0.946004114285714

01:00:35.498 --> 01:00:37.257 an hour and see if you did it.

NOTE Confidence: 0.946004114285714

01:00:37.260 --> 01:00:39.468 And so it helps the patient to then

NOTE Confidence: 0.946004114285714

01:00:39.468 --> 01:00:41.368 begin there to be their own voice.

NOTE Confidence: 0.946004114285714

01:00:41.370 --> 01:00:43.239 So that they're not reliant on someone

NOTE Confidence: 0.946004114285714

01:00:43.239 --> 01:00:44.690 else mediating that relationship.

NOTE Confidence: 0.946004114285714

01:00:44.690 --> 01:00:46.610 And the reason that's important is

NOTE Confidence: 0.946004114285714

01:00:46.610 --> 01:00:48.812 because cancer is one part of what

NOTE Confidence: 0.946004114285714

01:00:48.812 --> 01:00:50.528 a patient may be diagnosed with.

NOTE Confidence: 0.946004114285714

01:00:50.530 --> 01:00:52.690 And so you want them to have skills

NOTE Confidence: 0.946004114285714

01:00:52.690 --> 01:00:54.649 that are going to supersede the

NOTE Confidence: 0.946004114285714

01:00:54.650 --> 01:00:56.245 small narrow piece of medical

NOTE Confidence: 0.946004114285714

01:00:56.245 --> 01:00:58.222 conditions that we all are are

NOTE Confidence: 0.946004114285714

01:00:58.222 --> 01:01:00.130 seeing at the surface and treating.