

a5b29987-3395-4a97-ad0f-e54c813cfccb-0

00:00:02.550 --> 00:00:06.012

I wanna welcome everybody this morning. Thank you for taking time to join us. I know today is going to be a little bit of a long day.

But I think we're going to get a lot accomplished today, so. I hope everybody's warm.

fb9e955-8426-4eae-905e-efb39352afde-0

00:00:18.510 --> 00:00:22.189

And welcome for joining Ricky, do you have any other comments

fb9e955-8426-4eae-905e-efb39352afde-1

00:00:22.189 --> 00:00:23.020

you wanna add?

661fbdf2-324d-40b1-ae2f-68f9cad670af-0

00:00:24.080 --> 00:00:28.131

No, thank you very much. OK, then we'll go right to roll

661fbdf2-324d-40b1-ae2f-68f9cad670af-1

00:00:28.131 --> 00:00:32.610

call. Kim, if you can take roll call, I would appreciate that.

1d04f97e-cf4a-4040-a9ba-86413349a9f1-0

00:00:34.080 --> 00:00:34.920

OK.

4446e3fe-bd12-4692-b60d-eee5d152bc24-0

00:00:36.690 --> 00:00:37.900

Natalie Alden.

9ac3026f-e46a-497d-b540-3b38e8db1456-0

00:00:39.690 --> 00:00:40.150

Present.

3df98549-d5a0-438f-affb-374bf571ad21-0

00:00:41.040 --> 00:00:41.340

OK.

f1afdb5a-b091-4253-9389-f6c076bf4623-0

00:00:42.870 --> 00:00:43.830

Kevin Mullen.

cbafab7d-fc66-47be-9328-b33c457ed33a-0

00:00:48.500 --> 00:00:50.000

Doctor Rhonda Ross.

bc46a199-fe3c-4cbe-80b3-681d7321d58b-0

00:00:54.810 --> 00:00:55.870

Jennifer Iannoni.

0b6d9206-6423-4423-aef0-6c07044848a4-0

00:01:00.770 --> 00:01:02.060

Daniel Nicholson.

159885f6-bf01-4944-9c3a-53303477cffc-0

00:01:07.280 --> 00:01:10.060

I see Jennifer now one second
please.

f46db6ea-b6ca-4a23-aec3-1e148d9438e4-0

00:01:17.990 --> 00:01:22.120

Alright, so Jennifer, I just
called your name for roll call.

99f272ad-c50f-485a-9aaf-8801e1409f0d-0

00:01:23.430 --> 00:01:28.682

Present. Thank you. All right,
and let's see. We're in Daniel

99f272ad-c50f-485a-9aaf-8801e1409f0d-1

00:01:28.682 --> 00:01:29.530

Nicholson.

99edcefe-cd49-42c8-89f9-935a5d8de596-0

00:01:31.290 --> 00:01:32.550

Jeffrey secure.

6eddcadd-ad0e-4598-b6e0-2bea87d739d0-0

00:01:36.130 --> 00:01:36.400

OK.

9e639752-c4d4-486a-96bc-3a272457d458-0

00:01:37.420 --> 00:01:39.340

Richard Zeidman, president.

bcd13f48-8d4e-4a03-b28c-7dd8cd6a47d3-0

00:01:40.320 --> 00:01:40.810

Thank you.

5c0360de-3092-42f7-b237-50383a42064e-0

00:01:41.820 --> 00:01:42.740

Michael fada.

6e722709-909e-410e-b5e5-dda5505ab2bc-0

00:01:46.370 --> 00:01:47.730

Madonna stotsenberg.

69c94216-7bb8-4682-b688-d6ef2ce0593c-0

00:01:52.880 --> 00:01:53.350

In her.

91715673-9b64-4550-8fe2-0216819a77c6-0

00:01:54.880 --> 00:01:55.980

Jill olenick.

fd1399bc-39a1-4cb1-a718-7053392d330f-0

00:01:58.950 --> 00:01:59.540

I'm here.

4bcc7b60-c4fd-4740-b573-2c7999ac5fd7-0

00:02:01.510 --> 00:02:02.940

Doctor Brian Higdon.

a9302d32-4bcc-488a-99b8-4bfe4099ab6c-0

00:02:06.430 --> 00:02:07.070

Here.

a299254a-5f28-4547-8f0f-ebb95cea70e3-0

00:02:08.550 --> 00:02:09.660

Suzanne doswell.

f44ff7ae-7327-428d-a80e-bf41b2a71d5a-0

00:02:10.610 --> 00:02:14.610

Present. Thank you. And Ruth Ann

Tattersall.

016824a0-1fc6-48e7-a39c-251b7defc7db-0

00:02:15.770 --> 00:02:16.150

Present.

435df284-d5ef-4676-ac6e-31ed11c5b8f2-0

00:02:17.030 --> 00:02:17.570

Thank you.

9ac598b9-0615-4ca6-ab4a-047720a847aa-0

00:02:19.280 --> 00:02:23.670

OK, so right now I I saw, I'm

sorry.

51f16248-80e0-4dad-b619-49a2e9a02579-0

00:02:25.760 --> 00:02:30.550

A few minutes ago and they might
have dropped off. I did. She is

51f16248-80e0-4dad-b619-49a2e9a02579-1

00:02:30.550 --> 00:02:34.530

in our in our in our group.

Madonna, are you present?

32a4c117-2312-44a2-b0f3-812be0dd5b6f-0

00:02:41.110 --> 00:02:44.320

That's not I know she's logged
in. She may.

cdda04d2-3bdf-4df2-a510-a62c0aaaf1c7-0

00:02:45.030 --> 00:02:48.430

Be on a call or something. Yeah.

She had another meeting she was

cdda04d2-3bdf-4df2-a510-a62c0aaaf1c7-1

00:02:48.430 --> 00:02:51.831

in earlier, and then she had to
lock out because she had another

cdda04d2-3bdf-4df2-a510-a62c0aaaf1c7-2

00:02:51.831 --> 00:02:52.249

meeting.

da69d5ca-d0e7-4485-8ac6-af81584c92aa-0

00:02:52.920 --> 00:02:56.741

Right. So she might be wrapping
that one up. So we'll just,

da69d5ca-d0e7-4485-8ac6-af81584c92aa-1

00:02:56.741 --> 00:03:00.308

we'll just hold the call for
minutes, then approval for

da69d5ca-d0e7-4485-8ac6-af81584c92aa-2

00:03:00.308 --> 00:03:04.385

minutes, Ricky, because without
her, we will not have a quorum.

da69d5ca-d0e7-4485-8ac6-af81584c92aa-3

00:03:04.385 --> 00:03:08.334

So she she just has to recognize
or that she's here. So we'll

da69d5ca-d0e7-4485-8ac6-af81584c92aa-4

00:03:08.334 --> 00:03:11.710

come back to minutes once she's
able to get back on.

c5e9b77c-c511-4703-b564-0f2ef2193529-0

00:03:12.410 --> 00:03:13.550

OK, OK.

e528792a-eea6-4075-a60b-7aca467b8a37-0

00:03:14.270 --> 00:03:16.990

So um moving forward. Um.

9a7961ea-089e-494a-83bf-b971610c7f15-0

00:03:19.040 --> 00:03:19.880

We did.

da937e9e-05de-4a86-9faf-20e4ab9d1e42-0

00:03:20.830 --> 00:03:25.580

Get approval from communications
for our PSA message that we

da937e9e-05de-4a86-9faf-20e4ab9d1e42-1

00:03:25.580 --> 00:03:27.450

wanted to put out there.

b1ab576b-277a-4eca-b477-13c10133cd17-0

00:03:28.120 --> 00:03:29.660

So that's our good news.

894bc252-e45c-4941-a755-1356c8745bb9-0

00:03:30.360 --> 00:03:34.890

That was approved and Kim has
been Chappelle has been working

894bc252-e45c-4941-a755-1356c8745bb9-1

00:03:34.890 --> 00:03:39.347

with the university and I'm

going to let you give a brief on

894bc252-e45c-4941-a755-1356c8745bb9-2

00:03:39.347 --> 00:03:42.270

where you are with the
university, Kim.

23f55940-2844-444f-8281-e689ca29a9e2-0

00:03:44.040 --> 00:03:49.128

Right, so I have a contact that
that has been talking a little

23f55940-2844-444f-8281-e689ca29a9e2-1

00:03:49.128 --> 00:03:54.055

bit with the basketball team at
FSU. I learned that there is

23f55940-2844-444f-8281-e689ca29a9e2-2

00:03:54.055 --> 00:03:57.690

actually a former FSU basketball
player who.

4f00b454-8237-4104-952e-803ac5d42f51-0

00:03:58.360 --> 00:04:02.425

If it was after he graduated, he
um, he is from Georgia. He

4f00b454-8237-4104-952e-803ac5d42f51-1

00:04:02.425 --> 00:04:06.829

suffered a traumatic spinal cord
injury while living in Georgia,

4f00b454-8237-4104-952e-803ac5d42f51-2

00:04:06.829 --> 00:04:10.691

but is now, I believe, a
resident in Tallahassee like, I

4f00b454-8237-4104-952e-803ac5d42f51-3

00:04:10.691 --> 00:04:14.621

think he's moved back to
Tallahassee, but he usually want

4f00b454-8237-4104-952e-803ac5d42f51-4

00:04:14.621 --> 00:04:18.889

the first game of the year. FSU
will kind of dedicate the game

4f00b454-8237-4104-952e-803ac5d42f51-5

00:04:18.889 --> 00:04:23.023

to him and because that's sort
of related to our program are

4f00b454-8237-4104-952e-803ac5d42f51-6

00:04:23.023 --> 00:04:26.885

very much related to our
program. I'm trying to find out

4f00b454-8237-4104-952e-803ac5d42f51-7

00:04:26.885 --> 00:04:28.850

if there's a way that we can.

8ce19038-922c-4168-8456-77f3d7281d03-0

00:04:28.940 --> 00:04:32.555

Maybe have a booth or something

at that game and just be able to

8ce19038-922c-4168-8456-77f3d7281d03-1

00:04:32.555 --> 00:04:35.948

hand out some Flyers and some

information at that game along

8ce19038-922c-4168-8456-77f3d7281d03-2

00:04:35.948 --> 00:04:39.230

with that with the PSA. I'm

talking with the same with the

8ce19038-922c-4168-8456-77f3d7281d03-3

00:04:39.230 --> 00:04:41.899

basketball team since they're

passionate about.

8bab149d-8607-49d5-b646-341cddddefc3-0

00:04:43.870 --> 00:04:48.048

About these types of injuries

and TBI's as well, they I I am

8bab149d-8607-49d5-b646-341cddddefc3-1

00:04:48.048 --> 00:04:52.159

trying to see if maybe there's
someone from that group that

8bab149d-8607-49d5-b646-341cddddefc3-2

00:04:52.159 --> 00:04:56.406

would be willing to voice the
PSA on our behalf. I also spoke

8bab149d-8607-49d5-b646-341cddddefc3-3

00:04:56.406 --> 00:05:00.517

with someone who gave me the
name for WSU, which is a radio

8bab149d-8607-49d5-b646-341cddddefc3-4

00:05:00.517 --> 00:05:04.696

station here. It's public radio
here and we might be able to

8bab149d-8607-49d5-b646-341cddddefc3-5

00:05:04.696 --> 00:05:08.737

reach out to them to see if we
can do a PSA on WSU here in

8bab149d-8607-49d5-b646-341cddddefc3-6

00:05:08.737 --> 00:05:09.560

Tallahassee.

6d2fbfc0-9dd5-4f9d-8fde-2be08ee39cfd-0

00:05:13.120 --> 00:05:14.100

That is great news.

c7df6ee6-f9ca-459e-9e1c-55b579d2a616-0

00:05:18.200 --> 00:05:21.060

Regarding, once you hear back on
that.

8c0c59da-b33e-4c27-8d0a-4876299d706e-0

00:05:22.780 --> 00:05:26.070

I'm hoping like within the next
week that I can actually talk

8c0c59da-b33e-4c27-8d0a-4876299d706e-1

00:05:26.070 --> 00:05:29.042

because I'm kind of working
third party through another

8c0c59da-b33e-4c27-8d0a-4876299d706e-2

00:05:29.042 --> 00:05:32.227

contact and I'm hoping that I
can arrange an actual face to

8c0c59da-b33e-4c27-8d0a-4876299d706e-3

00:05:32.227 --> 00:05:35.570

face meeting to talk to someone
about it. So I'm hoping within

8c0c59da-b33e-4c27-8d0a-4876299d706e-4

00:05:35.570 --> 00:05:37.109

the next week we can do that.

c3a3cf16-6fba-49e3-a35a-3257742b1f7c-0

00:05:38.600 --> 00:05:39.020

Packer.

b1d16af5-35f4-41bd-87e9-0e6429e7418a-0

00:05:43.880 --> 00:05:44.190

Who?

56c714bb-71bc-4fa8-89d3-5606f9858840-0

00:05:45.080 --> 00:05:48.909

Addressed on the agenda here,
the Resource Center website as

56c714bb-71bc-4fa8-89d3-5606f9858840-1

00:05:48.909 --> 00:05:52.926

far as getting our pre screening
instrument out there, we still

56c714bb-71bc-4fa8-89d3-5606f9858840-2

00:05:52.926 --> 00:05:56.630

are not able to get that updated
and added to our Resource

56c714bb-71bc-4fa8-89d3-5606f9858840-3

00:05:56.630 --> 00:05:57.070

Center.

9d9649ed-8f9b-4cab-923e-32295d8bdd50-0

00:05:58.030 --> 00:06:02.129

Um, Justin and Robin still use
the paper one when people call

9d9649ed-8f9b-4cab-923e-32295d8bdd50-1

00:06:02.129 --> 00:06:06.229

in, we we are still looking for
a developer that has that PHP

9d9649ed-8f9b-4cab-923e-32295d8bdd50-2

00:06:06.229 --> 00:06:10.131

experience that it's going to be
able to help redesign our

9d9649ed-8f9b-4cab-923e-32295d8bdd50-3

00:06:10.131 --> 00:06:14.297

website. So that's still a work
in progress and it's just slow

9d9649ed-8f9b-4cab-923e-32295d8bdd50-4

00:06:14.297 --> 00:06:17.670

and it's dependent on finding
the right developer.

ac83339a-d492-4c82-a079-614b9846dd22-0

00:06:18.450 --> 00:06:20.920

So I just wanted to give that

update as well.

cb36631b-764b-44cb-9a4c-0c193da16d14-0

00:06:22.040 --> 00:06:26.485

Um, Ricky, I'll let you take

over from here. Um, with some of

cb36631b-764b-44cb-9a4c-0c193da16d14-1

00:06:26.485 --> 00:06:30.500

the other ideas that you had on

your agenda. OK, great.

c9df795c-592e-4245-b69d-e54230b3c0a2-0

00:06:32.160 --> 00:06:36.705

Try to do that. I wanted to

mention that the if you go on

c9df795c-592e-4245-b69d-e54230b3c0a2-1

00:06:36.705 --> 00:06:41.642

the web on the web and you put

in BSc IP Resource Center Tampa

c9df795c-592e-4245-b69d-e54230b3c0a2-2

00:06:41.642 --> 00:06:46.658

General Hospital has us listed

and has high high recommendation

c9df795c-592e-4245-b69d-e54230b3c0a2-3

00:06:46.658 --> 00:06:50.419

for that Resource Center. So
word is spreading.

1a726abe-bf6c-486c-9868-245a88e86b8d-0

00:06:52.220 --> 00:06:57.115

Good, I I was asked to come up
with some other ideas other than

1a726abe-bf6c-486c-9868-245a88e86b8d-1

00:06:57.115 --> 00:07:01.933

the PSA's, and I came up with a
few and I would hope that we'd

1a726abe-bf6c-486c-9868-245a88e86b8d-2

00:07:01.933 --> 00:07:06.675

have some input this morning
from other people of what we can

1a726abe-bf6c-486c-9868-245a88e86b8d-3

00:07:06.675 --> 00:07:11.570

do. One of the things would be
with interviews, interviews with

1a726abe-bf6c-486c-9868-245a88e86b8d-4

00:07:11.570 --> 00:07:16.236

people in the media like radio
stations like Jim was talking

1a726abe-bf6c-486c-9868-245a88e86b8d-5

00:07:16.236 --> 00:07:20.748

about television stations,
newspapers, putting articles in

1a726abe-bf6c-486c-9868-245a88e86b8d-6

00:07:20.748 --> 00:07:21.589

newspapers.

882a0b30-b049-4dd6-959a-78bc3acafeba-0

00:07:21.790 --> 00:07:25.594

That, I guess, uh Kim, we'd have
to get approved before we would

882a0b30-b049-4dd6-959a-78bc3acafeba-1

00:07:25.594 --> 00:07:28.170

be able to put an article in. Am
I correct?

3e0b8c80-f672-4e08-b304-043d4c9de4f5-0

00:07:34.680 --> 00:07:37.350

Would we have to have, you know,
we'd have to have approval?

e8f45de5-6efc-45b4-9a84-12baf431b84f-0

00:07:39.350 --> 00:07:43.417

Anything that we do public
publicly, any announcements, any

e8f45de5-6efc-45b4-9a84-12baf431b84f-1

00:07:43.417 --> 00:07:43.960

written?

bc48a4c6-5656-41b6-8d7d-fa38c4e0dd9b-0

00:07:44.640 --> 00:07:48.656

Um, literature. Anything has to
go through communications for

bc48a4c6-5656-41b6-8d7d-fa38c4e0dd9b-1

00:07:48.656 --> 00:07:52.220

approval first before we can put
it out to the public.

3c4ee862-a87d-4d19-bfc0-348a1fc83431-0

00:07:52.920 --> 00:07:55.837

OK. That I mean, that's
something that we can be working

3c4ee862-a87d-4d19-bfc0-348a1fc83431-1

00:07:55.837 --> 00:07:58.857

on to put up a like a news blurb
that we could have like a

3c4ee862-a87d-4d19-bfc0-348a1fc83431-2

00:07:58.857 --> 00:08:00.700

generic one that we can
distribute.

0201b1d8-251b-4751-8ec2-a1b1b5b6d5f2-0

00:08:01.380 --> 00:08:03.540

Ohh, let's see. Must be taking
notes, yeah.

bcac3368-7f8e-40a6-8ce0-d91ee4459192-0

00:08:05.010 --> 00:08:08.714

Also, about appearances on local
television or radio shows, I

bcac3368-7f8e-40a6-8ce0-d91ee4459192-1

00:08:08.714 --> 00:08:12.538

don't know if do we have to have
approval for that because this

bcac3368-7f8e-40a6-8ce0-d91ee4459192-2

00:08:12.538 --> 00:08:16.063

would just be individuals. For
example, me going through a

bcac3368-7f8e-40a6-8ce0-d91ee4459192-3

00:08:16.063 --> 00:08:19.827

radio station and saying, hey,
I'm you know, in this wonderful

bcac3368-7f8e-40a6-8ce0-d91ee4459192-4

00:08:19.827 --> 00:08:23.471

advisory console, this is what
we do. This is how to contact

bcac3368-7f8e-40a6-8ce0-d91ee4459192-5

00:08:23.471 --> 00:08:27.295

us. This is our Resource Center.

Does that need approval or can

bcac3368-7f8e-40a6-8ce0-d91ee4459192-6

00:08:27.295 --> 00:08:30.641

that is that something that

would just be on a personal

bcac3368-7f8e-40a6-8ce0-d91ee4459192-7

00:08:30.641 --> 00:08:31.000

level?

a7eec8a1-b72b-4fa6-918b-19792fc94533-0

00:08:32.280 --> 00:08:36.159

I would have to check, but I'm

going to air on caution and say

a7eec8a1-b72b-4fa6-918b-19792fc94533-1

00:08:36.159 --> 00:08:40.038

that would need approval because

they're going to want to know

a7eec8a1-b72b-4fa6-918b-19792fc94533-2

00:08:40.038 --> 00:08:43.855

what you're talking about, what

you're going to be saying. If

a7eec8a1-b72b-4fa6-918b-19792fc94533-3

00:08:43.855 --> 00:08:47.673

there's questions, what are they
going to be asking you? They

a7eec8a1-b72b-4fa6-918b-19792fc94533-4

00:08:47.673 --> 00:08:51.429

most likely would want to review
all of that first. And then

a7eec8a1-b72b-4fa6-918b-19792fc94533-5

00:08:51.429 --> 00:08:55.000

there's also a media release
that you may have to sign on

a7eec8a1-b72b-4fa6-918b-19792fc94533-6

00:08:55.000 --> 00:08:58.880

behalf of the program because
you're representing the program.

449a16a7-8102-4966-afb7-9ad8e960859b-0

00:09:00.650 --> 00:09:04.569

We can't. So like with our
clients like out on the uh

449a16a7-8102-4966-afb7-9ad8e960859b-1

00:09:04.569 --> 00:09:08.417

website now with Skyler's
interview Skyler had, even

449a16a7-8102-4966-afb7-9ad8e960859b-2

00:09:08.417 --> 00:09:13.135

though scholars would be skipped
employee, she still had to sign

449a16a7-8102-4966-afb7-9ad8e960859b-3

00:09:13.135 --> 00:09:17.418

a media release in order for us
to publish that out on the

449a16a7-8102-4966-afb7-9ad8e960859b-4

00:09:17.418 --> 00:09:18.580

website. OK, OK.

9d07af58-8741-4cb2-a5b6-c3119faa6775-0

00:09:20.150 --> 00:09:24.277

There are some of the other
ideas I had were appearances at

9d07af58-8741-4cb2-a5b6-c3119faa6775-1

00:09:24.277 --> 00:09:28.335

county health fairs or events in
person, visiting nursing,

9d07af58-8741-4cb2-a5b6-c3119faa6775-2

00:09:28.335 --> 00:09:30.329

persistent living facilities.

a178cde1-eaaa-4282-ad69-44ee5125759c-0

00:09:31.310 --> 00:09:36.067

Participation in local health

fairs or Expos and then

a178cde1-eaaa-4282-ad69-44ee5125759c-1

00:09:36.067 --> 00:09:41.441

newsletters. For example, I live

in a community. There's 612

a178cde1-eaaa-4282-ad69-44ee5125759c-2

00:09:41.441 --> 00:09:43.820

homes. We have a community.

d692955a-19ae-413d-ad01-cfaaf086515d-0

00:09:45.410 --> 00:09:49.542

Magazine that comes out monthly

and you know to to write an

d692955a-19ae-413d-ad01-cfaaf086515d-1

00:09:49.542 --> 00:09:53.467

article, basically explaining

what these skip is and the

d692955a-19ae-413d-ad01-cfaaf086515d-2

00:09:53.467 --> 00:09:56.773

Resource Center. And I'm

assuming from previous

d692955a-19ae-413d-ad01-cfaaf086515d-3

00:09:56.773 --> 00:10:00.630

suggestions this morning that
would need approval also.

89f591e6-f2ee-493f-8174-88b7c7758e0f-0

00:10:02.230 --> 00:10:06.836

Correct. So Justin's team used
to have a newsletter that they

89f591e6-f2ee-493f-8174-88b7c7758e0f-1

00:10:06.836 --> 00:10:11.442

created and they put out and
Justin, correct me if I'm wrong,

89f591e6-f2ee-493f-8174-88b7c7758e0f-2

00:10:11.442 --> 00:10:15.752

but that was just to the
internal team and that still had

89f591e6-f2ee-493f-8174-88b7c7758e0f-3

00:10:15.752 --> 00:10:20.655

to go to communications. And the
problem that we had with that is

89f591e6-f2ee-493f-8174-88b7c7758e0f-4

00:10:20.655 --> 00:10:24.816

it took so long to get it
through communications by the

89f591e6-f2ee-493f-8174-88b7c7758e0f-5

00:10:24.816 --> 00:10:28.159

time he was ready to publish his
newsletter.

0447f345-9037-4895-9adb-a413d27c0590-0

00:10:29.170 --> 00:10:34.325

It was old news. Am I correct on
that, Justin? Yeah, it went out

0447f345-9037-4895-9adb-a413d27c0590-1

00:10:34.325 --> 00:10:38.687

to around 2000 to 3000. People
like, um, consumers and

0447f345-9037-4895-9adb-a413d27c0590-2

00:10:38.687 --> 00:10:43.049

professionals. I mean, it's
signed up, but. But you're

0447f345-9037-4895-9adb-a413d27c0590-3

00:10:43.049 --> 00:10:47.649

exactly right on why it ended
because it started out as a

0447f345-9037-4895-9adb-a413d27c0590-4

00:10:47.649 --> 00:10:51.853

monthly. Then it went to BI

monthly. Then we went to

0447f345-9037-4895-9adb-a413d27c0590-5

00:10:51.853 --> 00:10:56.929

quarterly. And the logjam that
communications was so bad, there

0447f345-9037-4895-9adb-a413d27c0590-6

00:10:56.929 --> 00:11:00.339

was at one point we had three
newsletters.

39d48aa3-d3d0-4279-be5f-3aa81392ecd4-0

00:11:00.430 --> 00:11:04.542

Up there like 3/4 of a year's
worth of newsletters, and none

39d48aa3-d3d0-4279-be5f-3aa81392ecd4-1

00:11:04.542 --> 00:11:06.970

of them were getting approved.

And.

942a3f63-4324-403d-9987-a36383c4f687-0

00:11:08.260 --> 00:11:12.047

It's just you get and when you
finally get one back. Um, you

942a3f63-4324-403d-9987-a36383c4f687-1

00:11:12.047 --> 00:11:15.835

know, like a lot of the stuff
was outdated or, I mean, there

942a3f63-4324-403d-9987-a36383c4f687-2

00:11:15.835 --> 00:11:18.940

wasn't. It wasn't a content
issue. It was just a.

3ebccd24-3cca-4f7d-b488-cd473b754787-0

00:11:19.760 --> 00:11:23.623

You know somebody up there
reading it didn't like away a

3ebccd24-3cca-4f7d-b488-cd473b754787-1

00:11:23.623 --> 00:11:27.623

sentence was worded and you did
send it back and it wasn't

3ebccd24-3cca-4f7d-b488-cd473b754787-2

00:11:27.623 --> 00:11:29.249

practical to do anymore.

43c8c790-df28-4b5d-9752-94cf31017035-0

00:11:31.560 --> 00:11:35.793

I guess my question would be if
if I'm writing for example in my

43c8c790-df28-4b5d-9752-94cf31017035-1

00:11:35.793 --> 00:11:39.702

local community, they encourage
letters and and columns and

43c8c790-df28-4b5d-9752-94cf31017035-2

00:11:39.702 --> 00:11:43.936

things. If I wrote something and
said hey, this is the brain and

43c8c790-df28-4b5d-9752-94cf31017035-3

00:11:43.936 --> 00:11:47.909

spinal cord injury program for
the state of Florida, this is

43c8c790-df28-4b5d-9752-94cf31017035-4

00:11:47.909 --> 00:11:51.426

what they do. This is the
mission statement. For more

43c8c790-df28-4b5d-9752-94cf31017035-5

00:11:51.426 --> 00:11:55.269

information, contact and put the
website on there. Is that

43c8c790-df28-4b5d-9752-94cf31017035-6

00:11:55.269 --> 00:11:57.680

something that that would also
need?

59402d0c-442e-4640-b74b-4d0bf5492aa9-0

00:11:58.420 --> 00:12:02.321

Um approval, because that's it's
pretty much generic, it's just

59402d0c-442e-4640-b74b-4d0bf5492aa9-1

00:12:02.321 --> 00:12:02.870

exposing.

1a5d9ee4-dd8d-4b04-bd39-1e13d53e00cc-0

00:12:03.580 --> 00:12:06.892

What is already there that the
people uh, can go to the

1a5d9ee4-dd8d-4b04-bd39-1e13d53e00cc-1

00:12:06.892 --> 00:12:10.678

Internet and get on it without a
problem, but I don't see where

1a5d9ee4-dd8d-4b04-bd39-1e13d53e00cc-2

00:12:10.678 --> 00:12:13.931

that would be need to be
approved if I'm doing that, I

1a5d9ee4-dd8d-4b04-bd39-1e13d53e00cc-3

00:12:13.931 --> 00:12:17.302

guess I'm still doing it as
representative of the of the

1a5d9ee4-dd8d-4b04-bd39-1e13d53e00cc-4

00:12:17.302 --> 00:12:21.088

Advisory Council. But I'm also
doing it as a as a member of the

1a5d9ee4-dd8d-4b04-bd39-1e13d53e00cc-5

00:12:21.088 --> 00:12:21.680

community.

3b7e00c8-0888-46d1-a3f2-a4fa8d82630f-0

00:12:22.550 --> 00:12:25.000

It's it's like I said, I think
it's a fine line.

cf9c1d33-a74b-4932-85bd-92c09b23e422-0

00:12:26.840 --> 00:12:31.207

Let me just uh follow up on that
and find out so that, uh, we

cf9c1d33-a74b-4932-85bd-92c09b23e422-1

00:12:31.207 --> 00:12:35.434

stay in compliance with what
communication requires. I'll

cf9c1d33-a74b-4932-85bd-92c09b23e422-2

00:12:35.434 --> 00:12:40.013

reach out to communications and
ask them that specifically, if a

cf9c1d33-a74b-4932-85bd-92c09b23e422-3

00:12:40.013 --> 00:12:44.239

Council member wants to take it
upon themselves to issue a.

26aaafd9-df77-41b1-b9d8-5f8aec31a85f-0

00:12:45.230 --> 00:12:49.517

Uh, an article in a newspaper or
their community? Do they have to

26aaafd9-df77-41b1-b9d8-5f8aec31a85f-1

00:12:49.517 --> 00:12:53.675

still route that? So just to be
on the safe side, let me follow

26aaafd9-df77-41b1-b9d8-5f8aec31a85f-2

00:12:53.675 --> 00:12:55.690

up with communications on that.

ef8a05aa-9e34-4690-b7da-4b1efb91ece5-0

00:12:56.660 --> 00:13:00.040

OK, OK. Because it sounds like
from what Justin said, this

ef8a05aa-9e34-4690-b7da-4b1efb91ece5-1

00:13:00.040 --> 00:13:03.478

could, this could be a nightmare
because by the time it got

ef8a05aa-9e34-4690-b7da-4b1efb91ece5-2

00:13:03.478 --> 00:13:07.031

approved, if it got approved

again, it would be old news. So,

ef8a05aa-9e34-4690-b7da-4b1efb91ece5-3

00:13:07.031 --> 00:13:10.584

OK, that's something we can we

can come back on, but the mind

ef8a05aa-9e34-4690-b7da-4b1efb91ece5-4

00:13:10.584 --> 00:13:14.193

out, sorry, Kimberly, when you

find out you'll just e-mail us.

ef8a05aa-9e34-4690-b7da-4b1efb91ece5-5

00:13:14.193 --> 00:13:15.340

Yeah. OK, very good.

2e26b09d-e1e0-4b79-bce1-068d7c5346d9-0

00:13:16.440 --> 00:13:20.426

I'd also like at this point like

to ask for other uh Advisory

2e26b09d-e1e0-4b79-bce1-068d7c5346d9-1

00:13:20.426 --> 00:13:24.349

Council members and committee

members, PAC Committee members

2e26b09d-e1e0-4b79-bce1-068d7c5346d9-2

00:13:24.349 --> 00:13:28.014

suggestions of their thoughts of
how we can increase the

2e26b09d-e1e0-4b79-bce1-068d7c5346d9-3

00:13:28.014 --> 00:13:32.130

awareness of the Resource Center
as well as of the skip itself.

502f8abe-6789-4c55-b47a-8251323430d8-0

00:13:34.620 --> 00:13:39.386

There is a question in the chat.
Jennifer Lannon has a question,

502f8abe-6789-4c55-b47a-8251323430d8-1

00:13:39.386 --> 00:13:43.566

Kimberly, about the PHP
developer and does it need to be

502f8abe-6789-4c55-b47a-8251323430d8-2

00:13:43.566 --> 00:13:46.940

a DH employee? Or can someone
freelance help?

a2e64c8e-5dc1-4269-922a-7c3c67dcf8b9-0

00:13:50.100 --> 00:13:52.870

I don't have additional funding
to hire.

2dfad80d-91b1-4b12-ae00-50e035018e1a-0

00:13:53.560 --> 00:13:58.371

Somebody for the freelancing?

Got it. Uh, OK. So right now

2dfad80d-91b1-4b12-ae00-50e035018e1a-1

00:13:58.371 --> 00:14:03.590

we're looking for the developer

that has that skill. We had one

2dfad80d-91b1-4b12-ae00-50e035018e1a-2

00:14:03.590 --> 00:14:08.728

and he was in training and he

was from Atlanta and then he got

2dfad80d-91b1-4b12-ae00-50e035018e1a-3

00:14:08.728 --> 00:14:10.930

a job offer in Atlanta. So.

117e8d1b-8d56-43bf-95e9-65453aa0e10e-0

00:14:11.660 --> 00:14:14.877

He took it, we lost him. We

didn't. We weren't able to

117e8d1b-8d56-43bf-95e9-65453aa0e10e-1

00:14:14.877 --> 00:14:18.270

achieve that level with him, to

get him into the website.

6dcf38ff-6550-4f22-8e03-2aae0de277d8-0

00:14:18.930 --> 00:14:20.350

But thank you for asking it.

021343b1-3518-4bf4-a2fc-f440827ca62c-0

00:14:21.230 --> 00:14:26.190

Give me asking. Ricky, I want to
just respond to some of your

021343b1-3518-4bf4-a2fc-f440827ca62c-1

00:14:26.190 --> 00:14:30.990

appearances. You have county
health fairs and events, fairs

021343b1-3518-4bf4-a2fc-f440827ca62c-2

00:14:30.990 --> 00:14:33.470

and Expos. So the program does.

be177686-4c56-4fd5-a0f2-5202f69e7c8a-0

00:14:34.340 --> 00:14:38.691

Participate with Family Cafe
every year and that was a pretty

be177686-4c56-4fd5-a0f2-5202f69e7c8a-1

00:14:38.691 --> 00:14:42.973

big hit last year when we were
there. I'm not sure if I have

be177686-4c56-4fd5-a0f2-5202f69e7c8a-2

00:14:42.973 --> 00:14:45.430

any staff on that attended or
not.

28fce9b9-d6be-472f-8279-8f37c04b7ee1-0

00:14:46.790 --> 00:14:51.013

Robin, were you there last year?

Yes, ma'am. OK. Can you speak

28fce9b9-d6be-472f-8279-8f37c04b7ee1-1

00:14:51.013 --> 00:14:54.030

just a little bit about the
success of that?

8de2faed-ec03-4a81-99d0-755e2278f434-0

00:14:55.940 --> 00:15:00.959

So the event was. I went to the
event that was just recent this

8de2faed-ec03-4a81-99d0-755e2278f434-1

00:15:00.959 --> 00:15:04.410

year with Crystal Clay and Ohh
he attended.

f84f6fd0-399f-47d1-ba9f-e31dd5057083-0

00:15:05.900 --> 00:15:10.144

And there were so many people in
our booth, a lot of them. We

f84f6fd0-399f-47d1-ba9f-e31dd5057083-1

00:15:10.144 --> 00:15:13.910

were able to give, um,
applications, not applications,

f84f6fd0-399f-47d1-ba9f-e31dd5057083-2

00:15:13.910 --> 00:15:18.154

but the referral forms out to
them. So they may have. I'm not

f84f6fd0-399f-47d1-ba9f-e31dd5057083-3

00:15:18.154 --> 00:15:22.604

sure if they actually sent them
through or not. I don't remember

f84f6fd0-399f-47d1-ba9f-e31dd5057083-4

00:15:22.604 --> 00:15:23.700

anybody's names.

701e739c-38cd-4b3e-a756-401d896b860c-0

00:15:25.390 --> 00:15:29.292

The uh things that we handed
out, like we had these really

701e739c-38cd-4b3e-a756-401d896b860c-1

00:15:29.292 --> 00:15:32.930

neat things that Miss Kimberly
ordered. Um, that were.

b435c8dc-8e16-4cae-9aba-c0383cbc8e28-0

00:15:34.530 --> 00:15:39.326

Like the water bottles, there
were ducks that had helmets on

b435c8dc-8e16-4cae-9aba-c0383cbc8e28-1

00:15:39.326 --> 00:15:43.100

like football players,
motorcycle bicycle cops.

4382a734-2f05-43ff-9867-187d2eb8f238-0

00:15:44.580 --> 00:15:48.030

And then there were some
bubblehead pens. Those were huge

4382a734-2f05-43ff-9867-187d2eb8f238-1

00:15:48.030 --> 00:15:51.361

success with everybody.
Everybody wanted to come to our

4382a734-2f05-43ff-9867-187d2eb8f238-2

00:15:51.361 --> 00:15:54.574

booth to get that kind of stuff.
We provided a lot of

4382a734-2f05-43ff-9867-187d2eb8f238-3

00:15:54.574 --> 00:15:58.203

information. I provided a lot of
referrals. There are people

4382a734-2f05-43ff-9867-187d2eb8f238-4

00:15:58.203 --> 00:16:01.772

there that recognize me from the
previous organization I've

4382a734-2f05-43ff-9867-187d2eb8f238-5

00:16:01.772 --> 00:16:05.520

worked with. So I got a lot of
contact information for them. I

4382a734-2f05-43ff-9867-187d2eb8f238-6

00:16:05.520 --> 00:16:09.089

went around and met a lot of
other vendors that were there,

4382a734-2f05-43ff-9867-187d2eb8f238-7

00:16:09.089 --> 00:16:12.480

and I in particular attended
some of the breakout groups

4382a734-2f05-43ff-9867-187d2eb8f238-8

00:16:12.480 --> 00:16:16.050

specifically for the housing,
for people with disabilities.

ba4c2fea-de30-4c79-8b00-0d03e18c24e0-0

00:16:16.200 --> 00:16:19.586

A lot of it was really geared

towards the intellectual and

ba4c2fea-de30-4c79-8b00-0d03e18c24e0-1

00:16:19.586 --> 00:16:23.087

developmentally disabled, and I

spoke up and said what about

ba4c2fea-de30-4c79-8b00-0d03e18c24e0-2

00:16:23.087 --> 00:16:26.702

brain and spinal cord? They're

disabled too. So that started a

ba4c2fea-de30-4c79-8b00-0d03e18c24e0-3

00:16:26.702 --> 00:16:30.490

huge conversation. So I'm glad I

did that. I'm looking forward to

ba4c2fea-de30-4c79-8b00-0d03e18c24e0-4

00:16:30.490 --> 00:16:33.590

attending next year. Hopefully

I'll be allowed to go.

e437bc95-ed91-4d73-9cd6-16bfe684ee1b-0

00:16:34.310 --> 00:16:36.950

And that's kind of it. It's a

three day event by the way.

c6b9798d-34b2-48d4-b078-d2905b99c116-0

00:16:39.830 --> 00:16:42.730

Yeah, that that was a big
success for us, yeah.

5764ea6e-1d9b-4130-8945-a0cd37631d78-0

00:16:43.970 --> 00:16:45.780

Thank you for that event please.

66feb449-6a2c-45b8-950e-be3f2e1a4c66-0

00:16:46.680 --> 00:16:48.630

When did it? When did it start
and end each day?

a820b497-56ec-45a1-99a6-46fb7af99f2f-0

00:16:50.230 --> 00:16:50.990

Um.

d77cfbab-0928-48e0-9971-9a1d579aa1c7-0

00:16:52.310 --> 00:16:53.830

I want to say I think it was in
May.

3b126cab-9673-4d44-bbed-d01248031552-0

00:16:54.610 --> 00:16:58.190

Yeah, it was. It was the end of
May. It was uh.

b870c14e-83b9-49dc-ada4-8d2f1752b4e2-0

00:16:59.140 --> 00:17:03.550

Right over Memorial Day weekend

because I was surprised.

e9260e90-da57-4b93-968a-b0569f2473be-0

00:17:04.450 --> 00:17:07.845

Yeah, I was surprised they'd
have it on a Memorial Day

e9260e90-da57-4b93-968a-b0569f2473be-1

00:17:07.845 --> 00:17:11.795

weekend, and they did. And I I
believe they started, like, 9:10

e9260e90-da57-4b93-968a-b0569f2473be-2

00:17:11.795 --> 00:17:15.870

in the morning. I didn't the 10.
So I can't really speak to that.

239b681a-ef3f-4546-95a4-1f945e93718a-0

00:17:17.530 --> 00:17:21.172

Didn't they start about 9:10 in
the morning and then go till

239b681a-ef3f-4546-95a4-1f945e93718a-1

00:17:21.172 --> 00:17:21.650

about 5?

bd8721c9-e3c7-48eb-a674-24e42c5a749d-0

00:17:22.350 --> 00:17:26.155

Each day and then Sunday was

like 1/2 day. Sunday was like

bd8721c9-e3c7-48eb-a674-24e42c5a749d-1

00:17:26.155 --> 00:17:29.510

1/2 day so it was a Friday,

Saturday, Sunday event.

3738cae0-5104-423a-83a5-0646e88e31dc-0

00:17:31.080 --> 00:17:34.430

It was May 27 or 27th through

the 29th.

a7bf16c2-14ca-46fa-8093-f4add1d3e8c8-0

00:17:36.600 --> 00:17:39.835

You speak, though there were
thousands of people. I mean, it

a7bf16c2-14ca-46fa-8093-f4add1d3e8c8-1

00:17:39.835 --> 00:17:42.010

was amazing to see so many
participants.

de8ac149-6687-4b05-9bdf-c39106753c30-0

00:17:42.720 --> 00:17:46.057

And this was their first year
doing it back in person because

de8ac149-6687-4b05-9bdf-c39106753c30-1

00:17:46.057 --> 00:17:49.180

of the pandemic. They weren't
able to do that previously.

be508359-3c3c-42f6-80c4-b24ea8dfa81f-0

00:17:50.710 --> 00:17:56.669

And the the family cafe. If I
believe in June this coming June

be508359-3c3c-42f6-80c4-b24ea8dfa81f-1

00:17:56.669 --> 00:17:58.940

is June 9th to the 11th.

39ea4172-167f-4a8f-96a8-26d5fa1572e9-0

00:18:01.070 --> 00:18:04.936

So within the next, uh,
probably, November, maybe into

39ea4172-167f-4a8f-96a8-26d5fa1572e9-1

00:18:04.936 --> 00:18:09.013

December, I'll start reaching
out to staff members to see

39ea4172-167f-4a8f-96a8-26d5fa1572e9-2

00:18:09.013 --> 00:18:13.090

who's interested in attending.
Registration opens in May.

aba4ea27-e3d9-4f77-aa14-5fa74c77397f-0

00:18:23.270 --> 00:18:23.530

OK.

83e6f17f-2980-4a30-9825-0a2c9e7eb0d7-0

00:18:25.780 --> 00:18:28.040

Does anybody have any
additional?

cecd268a-c4e1-4530-b30d-e596b7570530-0

00:18:28.720 --> 00:18:33.958

Ways to expose our Resource
Center and the BSc IP. I have a

cecd268a-c4e1-4530-b30d-e596b7570530-1

00:18:33.958 --> 00:18:39.197

follow up question from last
from last committee meeting we

cecd268a-c4e1-4530-b30d-e596b7570530-2

00:18:39.197 --> 00:18:44.611

had talked about be skip having
its own official social media

cecd268a-c4e1-4530-b30d-e596b7570530-3

00:18:44.611 --> 00:18:45.310

account.

1b0e201a-4058-4f0a-965f-a11615299413-0

00:18:46.760 --> 00:18:50.770

And that would allow it like

that would allow B skip to, um.

1b0e201a-4058-4f0a-965f-a11615299413-1

00:18:50.770 --> 00:18:55.109

Officially kind of post on that.

There's various like spinal cord

1b0e201a-4058-4f0a-965f-a11615299413-2

00:18:55.109 --> 00:18:59.054

injury. And then of course,

brain injury groups on Facebook

1b0e201a-4058-4f0a-965f-a11615299413-3

00:18:59.054 --> 00:19:03.262

and and and other and probably

other social media. But Facebook

1b0e201a-4058-4f0a-965f-a11615299413-4

00:19:03.262 --> 00:19:07.338

is a big player to like just go

out there and post like, hey,

1b0e201a-4058-4f0a-965f-a11615299413-5

00:19:07.338 --> 00:19:10.954

there's this Resource Center.

And then if you meet the

1b0e201a-4058-4f0a-965f-a11615299413-6

00:19:10.954 --> 00:19:14.702

criteria then then then you
might qualify for beast give

1b0e201a-4058-4f0a-965f-a11615299413-7

00:19:14.702 --> 00:19:18.450

itself. Were you able to hear
back from legal regarding?

3747f7ae-67cc-4f0b-bec0-11dea1841f30-0

00:19:18.880 --> 00:19:20.350

Whether or not that would be
allowed.

0494e913-1210-4c47-ac7a-fbfeecbd3f0d-0

00:19:21.100 --> 00:19:25.248

I have not, but at at this time
it's still my understanding that

0494e913-1210-4c47-ac7a-fbfeecbd3f0d-1

00:19:25.248 --> 00:19:27.100

we would have to use the DoH.

63e0522e-1b3a-4238-9be8-a2374f13e30b-0

00:19:28.130 --> 00:19:28.890

Facebook page.

59845ca7-bd62-4750-87f9-3df937f84ba4-0

00:19:29.780 --> 00:19:34.091

OK. I mean, is there someone

within B skip that? Could you

59845ca7-bd62-4750-87f9-3df937f84ba4-1

00:19:34.091 --> 00:19:38.621

know that could use a DH that

could get permission to use the

59845ca7-bd62-4750-87f9-3df937f84ba4-2

00:19:38.621 --> 00:19:43.151

DH and then and and then make

those postings or still an open

59845ca7-bd62-4750-87f9-3df937f84ba4-3

00:19:43.151 --> 00:19:47.316

question. I believe in order

for us to post on the DoH

59845ca7-bd62-4750-87f9-3df937f84ba4-4

00:19:47.316 --> 00:19:51.627

Facebook page again, we have to

go through communications.

59845ca7-bd62-4750-87f9-3df937f84ba4-5

00:19:51.627 --> 00:19:55.573

Everything goes through

communications before it gets

59845ca7-bd62-4750-87f9-3df937f84ba4-6

00:19:55.573 --> 00:19:58.350

pushed out to the public.

Everything.

aeafed67-4f78-4b21-a8b5-1b968c5bfd43-0

00:19:59.320 --> 00:20:02.350

Yeah, I think those those

Facebook groups and then the

aeafed67-4f78-4b21-a8b5-1b968c5bfd43-1

00:20:02.350 --> 00:20:05.876

other ones are are are, are huge

things that people use to find

aeafed67-4f78-4b21-a8b5-1b968c5bfd43-2

00:20:05.876 --> 00:20:09.292

out, share patient experiences,

find out resources and things

aeafed67-4f78-4b21-a8b5-1b968c5bfd43-3

00:20:09.292 --> 00:20:12.653

like that and that'd be a big

and very easy way to reach out

aeafed67-4f78-4b21-a8b5-1b968c5bfd43-4

00:20:12.653 --> 00:20:13.700

to a lot of people.

593dfd77-4e0c-412c-b2b9-4a88fb35a4e4-0

00:20:16.220 --> 00:20:17.630

I do not disagree.

6d0f4e37-82ec-42de-b691-c3add2d3dcc8-0

00:20:18.820 --> 00:20:23.303

Yeah, I agree. I'm wondering is
it possible to get somebody from

6d0f4e37-82ec-42de-b691-c3add2d3dcc8-1

00:20:23.303 --> 00:20:27.855

um DH communication like just to
attend one of our meetings or to

6d0f4e37-82ec-42de-b691-c3add2d3dcc8-2

00:20:27.855 --> 00:20:31.786

kind of be the liaison? That
might be helpful in getting

6d0f4e37-82ec-42de-b691-c3add2d3dcc8-3

00:20:31.786 --> 00:20:36.201

things moved along quicker. And
maybe you've tried that. Just a

6d0f4e37-82ec-42de-b691-c3add2d3dcc8-4

00:20:36.201 --> 00:20:36.960

suggestion.

67f8b740-b938-420a-ae7d-5c3ddc43e4ef-0

00:20:37.890 --> 00:20:38.980

I can request that.

d088eedf-fb4e-448e-b0ec-521a9c785978-0

00:20:39.900 --> 00:20:41.180

And see how they respond.

ca0a237f-6361-44d2-90f8-cc68f94ec5c5-0

00:20:47.470 --> 00:20:50.872

I think that's an excellent idea

because we have somebody that

ca0a237f-6361-44d2-90f8-cc68f94ec5c5-1

00:20:50.872 --> 00:20:54.329

would be that might be able to

fast track any questions that we

ca0a237f-6361-44d2-90f8-cc68f94ec5c5-2

00:20:54.329 --> 00:20:54.600

have.

b400f6fd-8cb6-4aec-8581-c7e2b970c726-0

00:20:55.460 --> 00:20:56.740

We have that liaison.

7532d03a-523d-479c-9c44-2c6cd34f7aec-0

00:21:01.330 --> 00:21:02.350

This is just a comment.

cd95b26c-7637-4283-b335-2c1e315cb48c-0

00:21:03.830 --> 00:21:08.655

I actually spoke to A to a
neurosurgeon who does? Uh, who

cd95b26c-7637-4283-b335-2c1e315cb48c-1

00:21:08.655 --> 00:21:10.320

does you know these?

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-0

00:21:11.760 --> 00:21:15.466

Emergent interventions for both
brain injuries and spinal cord

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-1

00:21:15.466 --> 00:21:18.703

injuries, and he's been
practicing Florida for several

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-2

00:21:18.703 --> 00:21:22.410

years, and he wasn't even aware
of B skip. So as far as people

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-3

00:21:22.410 --> 00:21:26.058

with recent injuries, the the
closest route to would would be

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-4

00:21:26.058 --> 00:21:29.059

and make sure that they're
referring at least case

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-5

00:21:29.059 --> 00:21:32.413

managers, but then also
neurosurgeons are aware of these

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-6

00:21:32.413 --> 00:21:36.178

because sometimes they make it
to the rehab hospitals that some

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-7

00:21:36.178 --> 00:21:40.003

of us work at. But then some of
them don't or they get routed to

0b28a3c4-c0ea-4939-b669-d1d76f4b285d-8

00:21:40.003 --> 00:21:41.710

other, we have hospitals. So.

869bf23b-9aae-4e06-93df-c156e0651267-0

00:21:41.810 --> 00:21:45.130

Um, so making sure that the
acute care community is

869bf23b-9aae-4e06-93df-c156e0651267-1

00:21:45.130 --> 00:21:49.090

professional community is aware
of B skip now how we do that?

869bf23b-9aae-4e06-93df-c156e0651267-2

00:21:49.090 --> 00:21:53.113

That's that's more of an open
question, but it's definitely an

869bf23b-9aae-4e06-93df-c156e0651267-3

00:21:53.113 --> 00:21:53.880

opportunity.

e89a5111-4c24-46ef-b881-f4214a9f4551-0

00:21:55.810 --> 00:21:59.605

So our regional managers,
because we have five regions

e89a5111-4c24-46ef-b881-f4214a9f4551-1

00:21:59.605 --> 00:22:03.607

across the state, two of those
regions, region 1 which is

e89a5111-4c24-46ef-b881-f4214a9f4551-2

00:22:03.607 --> 00:22:07.954

Jacksonville and region 5 or I'm
sorry, Region 4, which is the

e89a5111-4c24-46ef-b881-f4214a9f4551-3

00:22:07.954 --> 00:22:12.370

West Palm area, they also have
satellite offices because of the

e89a5111-4c24-46ef-b881-f4214a9f4551-4

00:22:12.370 --> 00:22:16.441

geographical area that they
cover. So our managers and our

e89a5111-4c24-46ef-b881-f4214a9f4551-5

00:22:16.441 --> 00:22:20.719

case managers do go out and and
they've been doing a lot more

e89a5111-4c24-46ef-b881-f4214a9f4551-6

00:22:20.719 --> 00:22:22.720

this year since the pandemic.

50982e51-8378-4e5e-a827-05ffe087d13c-0

00:22:24.270 --> 00:22:27.970

Different, everybody back up,
out and doing in services.

72290ecc-e6f0-418f-a5a8-ab4fb545dbba-0

00:22:28.820 --> 00:22:34.206

At hospitals, attending
seminars, webinars so they are

72290ecc-e6f0-418f-a5a8-ab4fb545dbba-1

00:22:34.206 --> 00:22:39.984

also reaching out to other local
agencies and so forth and

72290ecc-e6f0-418f-a5a8-ab4fb545dbba-2

00:22:39.984 --> 00:22:46.349

providing in services about our
program. Region 5. Jose, he's on

72290ecc-e6f0-418f-a5a8-ab4fb545dbba-3

00:22:46.349 --> 00:22:51.539

the call here. I see him. He
probably does the most.

dd662a6a-5263-4b03-9ede-49b12b6df455-0

00:22:52.440 --> 00:22:56.169

Out of all of the regions and
it's not that the other regions

dd662a6a-5263-4b03-9ede-49b12b6df455-1

00:22:56.169 --> 00:22:59.839

aren't trying or anything like
that, they don't have as much

dd662a6a-5263-4b03-9ede-49b12b6df455-2

00:22:59.839 --> 00:23:03.449

opportunity as Jose does. One of
the big things that we are

dd662a6a-5263-4b03-9ede-49b12b6df455-3

00:23:03.449 --> 00:23:06.998

currently working on on is
reconnecting with our Community

dd662a6a-5263-4b03-9ede-49b12b6df455-4

00:23:06.998 --> 00:23:10.127

partner, the vocational
rehabilitation program. And

dd662a6a-5263-4b03-9ede-49b12b6df455-5

00:23:10.127 --> 00:23:14.097

we've been reaching out to them.
We're going to be having what we

dd662a6a-5263-4b03-9ede-49b12b6df455-6

00:23:14.097 --> 00:23:17.827

call a cross training coming up
in November. I don't have the

dd662a6a-5263-4b03-9ede-49b12b6df455-7

00:23:17.827 --> 00:23:21.437

date for that yet, but where
we're going to reeducate VR on

dd662a6a-5263-4b03-9ede-49b12b6df455-8

00:23:21.437 --> 00:23:22.400

what it is that.

63ed46b6-d6a9-4b35-868f-b3561b904fb7-0

00:23:22.480 --> 00:23:26.237

Skip does and the services we
provide and then they are also

63ed46b6-d6a9-4b35-868f-b3561b904fb7-1

00:23:26.237 --> 00:23:29.748

going to provide an in service
to our staff because as I

63ed46b6-d6a9-4b35-868f-b3561b904fb7-2

00:23:29.748 --> 00:23:30.980

understand, they've.

b632fece-764b-45de-98b8-30ed5d8ab635-0

00:23:31.700 --> 00:23:35.588

Change things a little bit over
the years so that everybody

b632fece-764b-45de-98b8-30ed5d8ab635-1

00:23:35.588 --> 00:23:39.671

understands what VR is and what
the process is referring cases

b632fece-764b-45de-98b8-30ed5d8ab635-2

00:23:39.671 --> 00:23:43.754

over. So it really is opening up
the communications again with

b632fece-764b-45de-98b8-30ed5d8ab635-3

00:23:43.754 --> 00:23:47.319

that Community partner and
reconnecting. So we're very

b632fece-764b-45de-98b8-30ed5d8ab635-4

00:23:47.319 --> 00:23:51.078

excited about that. That's
taking a little bit of time to

b632fece-764b-45de-98b8-30ed5d8ab635-5

00:23:51.078 --> 00:23:54.707

get together and some of the
offices for VR are already

b632fece-764b-45de-98b8-30ed5d8ab635-6

00:23:54.707 --> 00:23:58.207

reaching out to the regional
managers and talking and

b632fece-764b-45de-98b8-30ed5d8ab635-7

00:23:58.207 --> 00:24:02.160

providing in services to each
other. But we're going to have

b632fece-764b-45de-98b8-30ed5d8ab635-8

00:24:02.160 --> 00:24:02.420

one.

ed5b46b9-6770-4844-9901-3eddc033847f-0

00:24:02.490 --> 00:24:06.895

Big Main one coming up in

November, so that will also open

ed5b46b9-6770-4844-9901-3eddc033847f-1

00:24:06.895 --> 00:24:08.240

up communications.

1e495f9a-e02a-48ae-96e2-42c8348a7100-0

00:24:10.340 --> 00:24:14.474

As far as the acute care

hospitals, do you guys have an

1e495f9a-e02a-48ae-96e2-42c8348a7100-1

00:24:14.474 --> 00:24:18.534

approach with identifying which

ones are priorities to

1e495f9a-e02a-48ae-96e2-42c8348a7100-2

00:24:18.534 --> 00:24:22.890

communicate with and and and set

up these set set up these

1e495f9a-e02a-48ae-96e2-42c8348a7100-3

00:24:22.890 --> 00:24:25.770

sessions to to to better educate

them?

b432cf39-f615-4806-8eda-a696b35a640d-0

00:24:26.510 --> 00:24:29.730

Uh, yes. We're actually going to
talk about that this afternoon.

fe9c88be-6863-4917-af75-271c49f77a64-0

00:24:31.450 --> 00:24:34.402

Right. Very good. I didn't know
whether it was this morning or

fe9c88be-6863-4917-af75-271c49f77a64-1

00:24:34.402 --> 00:24:37.402

or or this afternoon, whether it
fell under public awareness or

fe9c88be-6863-4917-af75-271c49f77a64-2

00:24:37.402 --> 00:24:37.590

not.

5c7838f2-d020-4504-97b5-2e369d69b418-0

00:24:38.950 --> 00:24:39.150

Umm.

d1490ffc-1a04-4764-aea1-2b7d578a5f6a-0

00:24:40.260 --> 00:24:43.712

Well, we could talk about it
just briefly here. Uh, but we

d1490ffc-1a04-4764-aea1-2b7d578a5f6a-1

00:24:43.712 --> 00:24:47.223

are going to talk about it more
in the afternoon. So Johnny

d1490ffc-1a04-4764-aea1-2b7d578a5f6a-2

00:24:47.223 --> 00:24:50.500

Nash, who is our project
manager, has been working with

d1490ffc-1a04-4764-aea1-2b7d578a5f6a-3

00:24:50.500 --> 00:24:52.490

HIE, which is health
information.

9a476d13-8d56-44c3-b329-80d9a9418744-0

00:24:53.620 --> 00:24:57.550

I have it written down here.
Health information. Anyway,

9a476d13-8d56-44c3-b329-80d9a9418744-1

00:24:57.550 --> 00:25:01.757

thank you. Thank you. I always
get that. So he has a meeting

9a476d13-8d56-44c3-b329-80d9a9418744-2

00:25:01.757 --> 00:25:06.170

actually set up tomorrow. So we
were working with them prior to

9a476d13-8d56-44c3-b329-80d9a9418744-3

00:25:06.170 --> 00:25:10.376

COVID and trying to get some
reports back and then that shut

9a476d13-8d56-44c3-b329-80d9a9418744-4

00:25:10.376 --> 00:25:14.100

down. And so he is now
restarting those meetings with

9a476d13-8d56-44c3-b329-80d9a9418744-5

00:25:14.100 --> 00:25:18.582

HIEI was in a meeting yesterday
with them. But he has a specific

9a476d13-8d56-44c3-b329-80d9a9418744-6

00:25:18.582 --> 00:25:22.306

meeting with them to identify
facilities who could be

9a476d13-8d56-44c3-b329-80d9a9418744-7

00:25:22.306 --> 00:25:23.409

referring to us.

12c5eb83-5ea4-4f56-8fad-83df3fa1f9b2-0

00:25:23.520 --> 00:25:25.150

And maybe maybe are not.

b58aa94b-7800-41e3-a70b-155101eeb52d-0

00:25:25.890 --> 00:25:29.710

So we that's the short story.

Johnny's going to go into a

b58aa94b-7800-41e3-a70b-155101eeb52d-1

00:25:29.710 --> 00:25:33.795

little bit more this afternoon,

but we are working on that as

b58aa94b-7800-41e3-a70b-155101eeb52d-2

00:25:33.795 --> 00:25:36.760

well for public, you know,

public awareness.

4bf88734-2469-44e4-a8d9-86918f581293-0

00:25:38.390 --> 00:25:41.806

Look up that information be

available from the regional

4bf88734-2469-44e4-a8d9-86918f581293-1

00:25:41.806 --> 00:25:44.795

managers with their

relationships with the acute

4bf88734-2469-44e4-a8d9-86918f581293-2

00:25:44.795 --> 00:25:45.710

care hospitals.

dc09bea5-d56e-4d1b-88bf-13444d4bf6e6-0

00:25:46.510 --> 00:25:47.340

Yes, so.

173b86ff-0454-4ae9-802f-b3d5d051398f-0

00:25:48.200 --> 00:25:52.017

I'm sorry. Say that again,
Ricky. I'm. I'm saying, wouldn't

173b86ff-0454-4ae9-802f-b3d5d051398f-1

00:25:52.017 --> 00:25:55.834

that information be available
through the regional managers

173b86ff-0454-4ae9-802f-b3d5d051398f-2

00:25:55.834 --> 00:25:59.970

who are in direct communication
with those acute care hospitals?

9c8266e8-2403-43fe-bfea-6151e1be2588-0

00:26:00.980 --> 00:26:04.880

But yes, so they do engage with
these hospitals then they

9c8266e8-2403-43fe-bfea-6151e1be2588-1

00:26:04.880 --> 00:26:08.780

currently go out to provide in
services to new staff when

9c8266e8-2403-43fe-bfea-6151e1be2588-2

00:26:08.780 --> 00:26:12.747

there's a turnover. So they
understand how to refer to the

9c8266e8-2403-43fe-bfea-6151e1be2588-3

00:26:12.747 --> 00:26:15.370

program and what it is and what
we do.

4a0c0683-6010-4322-82cb-2b0160a0583b-0

00:26:16.400 --> 00:26:20.623

This we're going to step further
and working with HIE because we

4a0c0683-6010-4322-82cb-2b0160a0583b-1

00:26:20.623 --> 00:26:24.846

want to identify the facilities
that are not referring to us who

4a0c0683-6010-4322-82cb-2b0160a0583b-2

00:26:24.846 --> 00:26:27.120

perhaps should be referring to
us.

4b46dd63-eeda-4401-abb3-6e7217dabb37-0

00:26:27.670 --> 00:26:28.030

92d673bd-c910-4172-bc54-cd97d601651e-0

00:26:28.660 --> 00:26:33.142

I think there's there. I was
concerned that, uh, the comment,

92d673bd-c910-4172-bc54-cd97d601651e-1

00:26:33.142 --> 00:26:35.600

uh, doctor Higman made about
the.

1ed5c679-920c-4f33-9224-4466298f7407-0

00:26:36.370 --> 00:26:40.713

Neurosurgeon who wasn't aware of
these skip that that we have to

1ed5c679-920c-4f33-9224-4466298f7407-1

00:26:40.713 --> 00:26:44.855

eliminate. That has to be, I
think, every neurosurgeon in the

1ed5c679-920c-4f33-9224-4466298f7407-2

00:26:44.855 --> 00:26:48.330

state needs to be aware that
there is is a program.

907f4f73-0551-46d1-9065-fb259e8276e1-0

00:26:48.980 --> 00:26:52.410

That they that they have and
that's available as a resource.

f0ae78cb-1732-4359-8ca5-331f7876e5dd-0

00:26:53.190 --> 00:26:56.635

So that might be, you know,
future goal to, you know, to

f0ae78cb-1732-4359-8ca5-331f7876e5dd-1

00:26:56.635 --> 00:27:00.383

make sure. I don't know if we
can get up if if there are such

f0ae78cb-1732-4359-8ca5-331f7876e5dd-2

00:27:00.383 --> 00:27:03.648

a thing as a list of
neurosurgeons in this state that

f0ae78cb-1732-4359-8ca5-331f7876e5dd-3

00:27:03.648 --> 00:27:07.396

we can find out that they are
aware of it or that they aren't

f0ae78cb-1732-4359-8ca5-331f7876e5dd-4

00:27:07.396 --> 00:27:10.600

and then make them aware of it.
That's a great idea.

8d7c5572-82fb-4a82-a319-82bcc0a941d9-0

00:27:11.950 --> 00:27:16.125

It would be uh state nurse
Surgeon conference of some sort

8d7c5572-82fb-4a82-a319-82bcc0a941d9-1

00:27:16.125 --> 00:27:20.230

where they get together or
there's there's probably some.

e81fe4e1-07c7-4051-8051-3dafb0b39a48-0

00:27:21.110 --> 00:27:25.880

Like in person, opportunity to
educate them, I would think.

d4b2237e-b182-4236-948e-52f87e7fce5d-0

00:27:27.630 --> 00:27:30.505

Is that is that something that
Justin would be involved in or

d4b2237e-b182-4236-948e-52f87e7fce5d-1

00:27:30.505 --> 00:27:31.480

could be involved in?

80248d44-b071-44ad-86df-b3f0c67b603e-0

00:27:34.730 --> 00:27:39.235

In our last meeting, I believe
Doctor Higdon provided a

80248d44-b071-44ad-86df-b3f0c67b603e-1

00:27:39.235 --> 00:27:40.120

newsletter.

16eb55eb-8c0c-445f-a294-dfd57fa7fc0d-0

00:27:40.850 --> 00:27:44.573

That uh goes out, am I correct
on that? Doctor Higman there the

16eb55eb-8c0c-445f-a294-dfd57fa7fc0d-1

00:27:44.573 --> 00:27:46.260

newsletter that you provided.

c8ce3a0d-3fe1-4027-ad04-593d87f25ef0-0

00:27:47.590 --> 00:27:52.741

Our physicians says downstream
of of acute rehab of acute care

c8ce3a0d-3fe1-4027-ad04-593d87f25ef0-1

00:27:52.741 --> 00:27:57.647

hospitals and then that only
goes to people who are members

c8ce3a0d-3fe1-4027-ad04-593d87f25ef0-2

00:27:57.647 --> 00:28:02.717

of the Florida of the society.
So you have to pay yearly dues

c8ce3a0d-3fe1-4027-ad04-593d87f25ef0-3

00:28:02.717 --> 00:28:07.787

to be part of the society. So
there's many people who are not

c8ce3a0d-3fe1-4027-ad04-593d87f25ef0-4

00:28:07.787 --> 00:28:09.750

members because there's.

67145802-38d4-4de6-9eb6-8c41a68f7ab5-0

00:28:11.530 --> 00:28:15.821

Uh, yeah, the next week I'm

planning on writing a piece. I

67145802-38d4-4de6-9eb6-8c41a68f7ab5-1

00:28:15.821 --> 00:28:20.040

guess I'll have to pass it

through the communication. Um.

dd2a0bae-e333-4fcf-a69c-b25cb29e9379-0

00:28:20.870 --> 00:28:25.220

Overseers to to to get approved,

but but for the it's like a four

dd2a0bae-e333-4fcf-a69c-b25cb29e9379-1

00:28:25.220 --> 00:28:29.439

times a year newsletter, so it's

so I'll try to write something

dd2a0bae-e333-4fcf-a69c-b25cb29e9379-2

00:28:29.439 --> 00:28:30.890

for the next one here.

c2313f70-22c4-412e-b864-41251d922c24-0

00:28:31.660 --> 00:28:34.862

OK. And I'll and I'm going to
find out if if that has to go

c2313f70-22c4-412e-b864-41251d922c24-1

00:28:34.862 --> 00:28:38.118

through communications like
Ricky was saying, if he wants to

c2313f70-22c4-412e-b864-41251d922c24-2

00:28:38.118 --> 00:28:40.680

put something out there in his
local community.

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-0

00:28:41.420 --> 00:28:45.041

I will find that out. Yeah. So
the so the approach to identify

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-1

00:28:45.041 --> 00:28:48.836

who all the neurosurgeons are in
the state of Florida is and this

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-2

00:28:48.836 --> 00:28:52.113

is the same for any medical
specialty. But you can go to

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-3

00:28:52.113 --> 00:28:55.504

like the board the the board of
that specialty and you can

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-4

00:28:55.504 --> 00:28:59.011

search for neurosurgeons that
have that have identified that

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-5

00:28:59.011 --> 00:29:02.518

they're located in Florida. So
you can do the same thing for

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-6

00:29:02.518 --> 00:29:05.910

rehab doctors or the same thing
from your surgeons. So. So

3f1ba006-a5ad-462f-ad42-79b1515cf0ee-7

00:29:05.910 --> 00:29:08.210

there's a way to identify it of
course.

1351d33e-53ed-4131-8c15-4cb78c3d9012-0

00:29:08.810 --> 00:29:12.218

There's a lot of them that don't
do like trauma surgery, and then

1351d33e-53ed-4131-8c15-4cb78c3d9012-1

00:29:12.218 --> 00:29:15.265

they'd also be like spine

surgeons who are more orthopedic

1351d33e-53ed-4131-8c15-4cb78c3d9012-2

00:29:15.265 --> 00:29:18.157

surgeons and not neurosurgeons

that would also do spine

1351d33e-53ed-4131-8c15-4cb78c3d9012-3

00:29:18.157 --> 00:29:21.307

surgeries after spinal cord

injuries. But that would be kind

1351d33e-53ed-4131-8c15-4cb78c3d9012-4

00:29:21.307 --> 00:29:23.890

of how you identify like who all

the doctors are.

ab290aaf-e0e7-455a-9402-625db06250b9-0

00:29:26.090 --> 00:29:29.682

Is there a particular website

that you might be able to

ab290aaf-e0e7-455a-9402-625db06250b9-1

00:29:29.682 --> 00:29:33.915

recommend for that? Like one big

website? Or do you have? Yeah so

ab290aaf-e0e7-455a-9402-625db06250b9-2

00:29:33.915 --> 00:29:37.315

for so you search like

neurosurgery board, board. So

ab290aaf-e0e7-455a-9402-625db06250b9-3

00:29:37.315 --> 00:29:41.291

the one for neurosurgery is a, B

and s.org and then you click

ab290aaf-e0e7-455a-9402-625db06250b9-4

00:29:41.291 --> 00:29:44.050

like find a neurosurgeon and

then you can.

d491b5ae-9220-4686-8b6b-549e584e1475-0

00:29:44.770 --> 00:29:48.867

Sort by like United States and

then Florida and then it gives

d491b5ae-9220-4686-8b6b-549e584e1475-1

00:29:48.867 --> 00:29:53.096

you a long list of of who they

are. And there's 478 of them are

d491b5ae-9220-4686-8b6b-549e584e1475-2

00:29:53.096 --> 00:29:54.220

listed right now.

cc1bbc9f-60de-4b73-8b83-f26388244719-0

00:29:56.520 --> 00:29:58.530

So perhaps what we can do is.

830e3774-a3d2-4c7c-947d-b179aa29bc54-0

00:29:59.760 --> 00:30:03.474

Reach out to Justin and Robin
and they can start researching

830e3774-a3d2-4c7c-947d-b179aa29bc54-1

00:30:03.474 --> 00:30:07.006

some of that and we could maybe
start with just by a mass

830e3774-a3d2-4c7c-947d-b179aa29bc54-2

00:30:07.006 --> 00:30:07.920

mailing of our.

af4fbd1e-b069-4dae-ba68-417a1ebc190f-0

00:30:09.150 --> 00:30:09.590

Umm.

c5d3fde9-966d-4bf9-95ac-28c6a904788f-0

00:30:10.630 --> 00:30:14.169

Flyer that we have about the
program and maybe even the

c5d3fde9-966d-4bf9-95ac-28c6a904788f-1

00:30:14.169 --> 00:30:16.950

guidebooks that we've already
put together.

d15cff4c-69c5-4f94-bf10-0d4a47d53413-0

00:30:18.070 --> 00:30:21.264

Just a suggestion, but we we can
look into that to see what we

d15cff4c-69c5-4f94-bf10-0d4a47d53413-1

00:30:21.264 --> 00:30:23.090

can send them that we already
have.

32979e64-52ba-4c98-9fc3-86158741baac-0

00:30:25.220 --> 00:30:26.160

That's a great idea.

5d33a077-c03f-423d-8d19-c59fede57a3c-0

00:30:29.100 --> 00:30:32.843

Maybe you could personalize it
in some way with a letter from

5d33a077-c03f-423d-8d19-c59fede57a3c-1

00:30:32.843 --> 00:30:33.810

the board, yeah.

e4df5019-9a19-4f98-a6db-ad9104351116-0

00:30:34.950 --> 00:30:37.250

Yeah. We would put a cover
letter with it, definitely.

af8d0305-8b65-42ec-b772-879565bb7093-0

00:30:38.920 --> 00:30:42.608

Is there any uh limitation?

Because I I can't. Mailing costs

af8d0305-8b65-42ec-b772-879565bb7093-1

00:30:42.608 --> 00:30:46.176

now are up. Uh, would that be a
problem or could that be a

af8d0305-8b65-42ec-b772-879565bb7093-2

00:30:46.176 --> 00:30:46.660

problem?

b627f6db-f072-4087-b47f-4b3d390bdb88-0

00:30:47.340 --> 00:30:51.960

It could be, um, I would have to
look into that with our budget.

94de1052-472a-4cf2-975d-92fe04a28cdd-0

00:30:53.050 --> 00:30:57.618

I have some, uh, additional
funding that I received for what

94de1052-472a-4cf2-975d-92fe04a28cdd-1

00:30:57.618 --> 00:31:02.187

I call my continuing education
funding, and I may be able to

94de1052-472a-4cf2-975d-92fe04a28cdd-2

00:31:02.187 --> 00:31:06.455

pull from that source instead of
pulling from our actual

94de1052-472a-4cf2-975d-92fe04a28cdd-3

00:31:06.455 --> 00:31:07.130

expenses.

87c10422-aaa9-48c2-a830-14376ce0b14d-0

00:31:07.920 --> 00:31:12.730

Because we have expense funding
specifically for postage.

1936faa5-914e-4b90-afdb-30861ef3351c-0

00:31:13.950 --> 00:31:16.540

But I may be able to pull from
that other funding source.

f244d61f-4f73-4621-8f18-539b2b795262-0

00:31:17.880 --> 00:31:18.410

OK.

3a4dbfda-4269-476d-8d0d-46217b77df78-0

00:31:23.100 --> 00:31:25.240

Are there any other suggestions?

c720cc82-c7d5-4b21-901e-fc43650c2441-0

00:31:29.430 --> 00:31:33.471

I just think going back to what
Doctor Hickman was talking about

c720cc82-c7d5-4b21-901e-fc43650c2441-1

00:31:33.471 --> 00:31:37.202

with social media, I think
that's going to be the best way,

c720cc82-c7d5-4b21-901e-fc43650c2441-2

00:31:37.202 --> 00:31:40.933

you know, cost effective, wise
and just reaching the masses

c720cc82-c7d5-4b21-901e-fc43650c2441-3

00:31:40.933 --> 00:31:45.037

because you know, with resources
like this, in my experience that

c720cc82-c7d5-4b21-901e-fc43650c2441-4

00:31:45.037 --> 00:31:48.830

even with mailings you look at
it, but it's not until you're

c720cc82-c7d5-4b21-901e-fc43650c2441-5

00:31:48.830 --> 00:31:52.250

faced with it whether it be a

patient or not, that you

c720cc82-c7d5-4b21-901e-fc43650c2441-6

00:31:52.250 --> 00:31:56.168

remember any of these type of
things. So it's using the use of

c720cc82-c7d5-4b21-901e-fc43650c2441-7

00:31:56.168 --> 00:32:00.210

hashtags you know to get to the
right people or get them to our.

832f2a80-a840-4525-8139-eaae04f7c847-0

00:32:00.340 --> 00:32:03.739

To the Facebook page or whatever
the website is decided, but

832f2a80-a840-4525-8139-eaae04f7c847-1

00:32:03.739 --> 00:32:07.249

that's really and that's why the
way you can keep the reminder

832f2a80-a840-4525-8139-eaae04f7c847-2

00:32:07.249 --> 00:32:08.420

going, you know at a.

0395bf9e-eb40-434f-a05f-4ea60195bc78-0

00:32:09.160 --> 00:32:12.379

Without any extra money, if

that's approved is, you know,

0395bf9e-eb40-434f-a05f-4ea60195bc78-1

00:32:12.379 --> 00:32:14.710

because somebody's going to be
searching.

dc9c47c2-2563-4855-869b-faac4b3a4f05-0

00:32:15.450 --> 00:32:18.608

You know, brain injury and that
type of thing. So it's it's

dc9c47c2-2563-4855-869b-faac4b3a4f05-1

00:32:18.608 --> 00:32:21.557

finding those people who are
looking at that moment and

dc9c47c2-2563-4855-869b-faac4b3a4f05-2

00:32:21.557 --> 00:32:23.400

getting them directed to the
page.

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-0

00:32:25.680 --> 00:32:29.117

Agreed. And then just you know,
I know we'll talk about this

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-1

00:32:29.117 --> 00:32:32.837

later, but as far as making sure
that we get the right hospitals,

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-2

00:32:32.837 --> 00:32:36.444

you know I I'm I'm hoping that,
you know, trauma centers are at

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-3

00:32:36.444 --> 00:32:39.826

the top of that list because
really these resources need to

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-4

00:32:39.826 --> 00:32:43.264

get to the patient and their
families. Day one, I know in my

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-5

00:32:43.264 --> 00:32:46.871

case that never even happened.
And I was at, you know, a parent

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-6

00:32:46.871 --> 00:32:50.083

of somebody in a major trauma
center who was confused of

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-7

00:32:50.083 --> 00:32:53.521

whether this these resources
even existed in the state ever.

cd43dc2d-2047-4615-bcca-8531eb9d1cf7-8

00:32:53.521 --> 00:32:55.719

So, you know, and and
considering the.

cec001ff-8a22-4eae-b70e-5e01cbdf837d-0

00:32:55.940 --> 00:32:59.386

Chaplains or or the other people
that interact with the patient

cec001ff-8a22-4eae-b70e-5e01cbdf837d-1

00:32:59.386 --> 00:33:02.455

and family? Day one, when
they're sitting there and want

cec001ff-8a22-4eae-b70e-5e01cbdf837d-2

00:33:02.455 --> 00:33:05.685

information and and aren't
getting any and nobody's talking

cec001ff-8a22-4eae-b70e-5e01cbdf837d-3

00:33:05.685 --> 00:33:09.078

to them. So finding those people
who who are the ones that are

cec001ff-8a22-4eae-b70e-5e01cbdf837d-4

00:33:09.078 --> 00:33:12.524

sitting at the bedside with the
patient and comforting them and

cec001ff-8a22-4eae-b70e-5e01cbdf837d-5

00:33:12.524 --> 00:33:15.970

want to give something to help
and don't have anything. So, you

cec001ff-8a22-4eae-b70e-5e01cbdf837d-6

00:33:15.970 --> 00:33:18.070

know, don't forget about those
people.

283073c8-bbde-4f24-b534-ae5d57cb83e3-0

00:33:19.270 --> 00:33:22.576

Yeah. So, so so this specific, I
mean the the neurosurgeons are

283073c8-bbde-4f24-b534-ae5d57cb83e3-1

00:33:22.576 --> 00:33:25.727

going to be doing surgery and
making clinical decisions, but

283073c8-bbde-4f24-b534-ae5d57cb83e3-2

00:33:25.727 --> 00:33:28.981

ultimately it's going to be the
case managers that are working

283073c8-bbde-4f24-b534-ae5d57cb83e3-3

00:33:28.981 --> 00:33:32.029

with them. And then also with
the patient and their family

283073c8-bbde-4f24-b534-ae5d57cb83e3-4

00:33:32.029 --> 00:33:35.180

that are really going to be ones
that are being carrying out

283073c8-bbde-4f24-b534-ae5d57cb83e3-5

00:33:35.180 --> 00:33:38.279

these referrals. So yeah, we can
identify all the nurseries

283073c8-bbde-4f24-b534-ae5d57cb83e3-6

00:33:38.279 --> 00:33:41.430

that's really going to be the
case managers that are working

283073c8-bbde-4f24-b534-ae5d57cb83e3-7

00:33:41.430 --> 00:33:44.220

with them and and and with the
patients and families.

8dc970e4-b370-4055-9f04-1a48e60809a4-0

00:33:46.180 --> 00:33:50.180

So part of our policies, uh,

when we receive a new referral.

76c05331-423a-45d2-8c85-a172261d952b-0

00:33:51.320 --> 00:33:57.265

The once it's assigned to a case
manager, a case manager has 10

76c05331-423a-45d2-8c85-a172261d952b-1

00:33:57.265 --> 00:33:57.730

days.

87420670-b6ea-4dd7-8b9c-cae6532720b9-0

00:33:58.480 --> 00:34:02.273

To make their first client
contact with them, and sometimes

87420670-b6ea-4dd7-8b9c-cae6532720b9-1

00:34:02.273 --> 00:34:06.256

that means going to the facility
as well. So our case managers

87420670-b6ea-4dd7-8b9c-cae6532720b9-2

00:34:06.256 --> 00:34:10.112

have the ability to actually go
to facilities if they aren't

87420670-b6ea-4dd7-8b9c-cae6532720b9-3

00:34:10.112 --> 00:34:13.210

able to get ahold of the

caregiver or the client

87420670-b6ea-4dd7-8b9c-cae6532720b9-4

00:34:13.210 --> 00:34:17.066

themselves, they can go to the
facilities they meet with the

87420670-b6ea-4dd7-8b9c-cae6532720b9-5

00:34:17.066 --> 00:34:20.670

social workers there. And
sometimes they're also able to

87420670-b6ea-4dd7-8b9c-cae6532720b9-6

00:34:20.670 --> 00:34:24.337

meet with family who are there
to start talking about the

87420670-b6ea-4dd7-8b9c-cae6532720b9-7

00:34:24.337 --> 00:34:28.067

program and the services that we
provide. So we make every

87420670-b6ea-4dd7-8b9c-cae6532720b9-8

00:34:28.067 --> 00:34:28.510

effort.

31dd2b95-edcd-4025-8761-e59036ae7c6f-0

00:34:28.580 --> 00:34:32.223

At the beginning to get in

contact with them and make them

31dd2b95-edcd-4025-8761-e59036ae7c6f-1

00:34:32.223 --> 00:34:36.300

aware of the program and what it
is that we can assist them with.

e35148f6-5654-4f65-b7ea-33113623d49c-0

00:34:38.190 --> 00:34:42.261

This is Jill. And just don't
forget about the therapy groups

e35148f6-5654-4f65-b7ea-33113623d49c-1

00:34:42.261 --> 00:34:45.999

because they're in seeing the
patient in the acute care

e35148f6-5654-4f65-b7ea-33113623d49c-2

00:34:45.999 --> 00:34:50.003

setting and certainly they are
going to advocate if they're

e35148f6-5654-4f65-b7ea-33113623d49c-3

00:34:50.003 --> 00:34:54.275

aware of the resource. So we can
do blasts to the Florida board

e35148f6-5654-4f65-b7ea-33113623d49c-4

00:34:54.275 --> 00:34:55.410

of PT and OT and.

532fca06-4c9d-4a20-8918-5a27abb137db-0

00:34:56.640 --> 00:34:57.570

Speech as well.

003ec8e1-a874-4599-9710-e1bdd6d9d703-0

00:35:01.010 --> 00:35:01.570

Excellent.

6ce20bd6-5317-49a3-98f8-a748ce3b7c1a-0

00:35:05.970 --> 00:35:07.020

Bored. OK.

8e5f42ed-44a4-480b-a0ef-b8981a17d203-0

00:35:09.470 --> 00:35:12.930

We get referrals from uh Brooks
rehab.

f6ef5475-d3c7-4929-baf2-0162e7cf0faa-0

00:35:14.190 --> 00:35:18.516

Directly from them, sometimes
not. Not that terribly many, but

f6ef5475-d3c7-4929-baf2-0162e7cf0faa-1

00:35:18.516 --> 00:35:23.049

they are aware because we have a
lot of clients that go to Brooks

f6ef5475-d3c7-4929-baf2-0162e7cf0faa-2

00:35:23.049 --> 00:35:26.895

and even Shepherd Center and so
on occasion we will get

f6ef5475-d3c7-4929-baf2-0162e7cf0faa-3

00:35:26.895 --> 00:35:31.359

referrals directly from them. We
we can take a referral from any

f6ef5475-d3c7-4929-baf2-0162e7cf0faa-4

00:35:31.359 --> 00:35:31.840

source.

ee1bc08e-4c08-4d95-afe6-690cc4a6fd60-0

00:35:32.640 --> 00:35:36.040

You know, we get stealth
referrals from clients who have

ee1bc08e-4c08-4d95-afe6-690cc4a6fd60-1

00:35:36.040 --> 00:35:39.678

heard about us or family. They
moved to Florida and they had

ee1bc08e-4c08-4d95-afe6-690cc4a6fd60-2

00:35:39.678 --> 00:35:43.317

services in another state and
they researched Florida and so

ee1bc08e-4c08-4d95-afe6-690cc4a6fd60-3

00:35:43.317 --> 00:35:46.300

they find us and we also get
self referrals from.

c4d07292-138e-40f6-9d54-a9c16a9d1a3a-0

00:35:46.980 --> 00:35:47.310

Uh.

63c9376f-d4dd-4119-af94-c60741586a7e-0

00:35:48.260 --> 00:35:51.772

People with injuries as well?
Yeah, but our main referral

63c9376f-d4dd-4119-af94-c60741586a7e-1

00:35:51.772 --> 00:35:53.590

source are the trauma centers.

bff9ce79-ed27-4f19-8a09-760bdc90b37f-0

00:35:55.050 --> 00:35:57.835

Referral from from a rehab
hospital. That's that's kind of

bff9ce79-ed27-4f19-8a09-760bdc90b37f-1

00:35:57.835 --> 00:36:00.857

an opportunity to trace back to
the acute care hospital and see

bff9ce79-ed27-4f19-8a09-760bdc90b37f-2

00:36:00.857 --> 00:36:02.510

why they weren't referred
already.

b566d04a-e9a9-4773-bcb8-50c62919574a-0

00:36:03.840 --> 00:36:08.204

So so one of my case managers
that does the most spinal cord

b566d04a-e9a9-4773-bcb8-50c62919574a-1

00:36:08.204 --> 00:36:12.498

injury that he says only about
60 of his paid 60% of of his

b566d04a-e9a9-4773-bcb8-50c62919574a-2

00:36:12.498 --> 00:36:16.791

patients have already been
referred to be skips, that's 40%

b566d04a-e9a9-4773-bcb8-50c62919574a-3

00:36:16.791 --> 00:36:20.941

of of injuries, that of severe
injuries that aren't being

b566d04a-e9a9-4773-bcb8-50c62919574a-4

00:36:20.941 --> 00:36:21.800

reported on.

f27612f5-b1d3-4be1-bb99-aa86ee1324fb-0

00:36:26.520 --> 00:36:31.044

Yeah, I I'm interested in these
reports that we're going to be

f27612f5-b1d3-4be1-bb99-aa86ee1324fb-1

00:36:31.044 --> 00:36:34.850

getting from HIE to see who
should be reporting and.

da9148a9-e1a1-4f0c-83b2-e214a47171f6-0

00:36:35.490 --> 00:36:39.775

And you know who isn't? Because
if you think about it, overall,

da9148a9-e1a1-4f0c-83b2-e214a47171f6-1

00:36:39.775 --> 00:36:43.659

the number of referrals we
received last year, the number

da9148a9-e1a1-4f0c-83b2-e214a47171f6-2

00:36:43.659 --> 00:36:43.860

of.

299f2eb0-8132-4d79-934c-11b11a56f5bc-0

00:36:44.550 --> 00:36:48.400

Clients that we provided
services to in total.

31d5c107-b18f-43e1-97aa-dd06d9355cc9-0

00:36:49.310 --> 00:36:54.926

Um, if I remember correctly, it
was like 1112 people that we

31d5c107-b18f-43e1-97aa-dd06d9355cc9-1

00:36:54.926 --> 00:36:56.860

served last year and.

6faa8996-3d0d-4cb4-8705-93ab00c451a9-0

00:36:58.340 --> 00:37:01.620

There's more people out there
than than that, so.

5f74cf85-fb4c-4bb2-baa5-35cc8cbab115-0

00:37:02.300 --> 00:37:06.171

Working with HIV and knock on
that, I'm really interested in

5f74cf85-fb4c-4bb2-baa5-35cc8cbab115-1

00:37:06.171 --> 00:37:09.915

working with them and getting
some data back to see who we

5f74cf85-fb4c-4bb2-baa5-35cc8cbab115-2

00:37:09.915 --> 00:37:13.470

need to go to and target and
educate about the program.

4b16a703-ec0b-4305-bebc-ad1f393db090-0

00:37:15.610 --> 00:37:19.499

With all the millions of people
in Florida, it just blows my

4b16a703-ec0b-4305-bebc-ad1f393db090-1

00:37:19.499 --> 00:37:21.030

mind that only you know.

f26eac1c-33c7-4feb-a731-3667972c1b3b-0

00:37:21.750 --> 00:37:23.990

Roughly, 1000 were served last
year.

f732801f-8457-4cb7-bcd3-714d83978ca6-0

00:37:24.640 --> 00:37:27.861

Not that's not the total number
of referrals, that's just the

f732801f-8457-4cb7-bcd3-714d83978ca6-1

00:37:27.861 --> 00:37:30.926

total number of people that
qualified for the program that

f732801f-8457-4cb7-bcd3-714d83978ca6-2

00:37:30.926 --> 00:37:31.549

were served.

4d2f1484-06bb-4378-b49b-5f274a362355-0

00:37:33.200 --> 00:37:36.619

However, the question there is
the people who were not

4d2f1484-06bb-4378-b49b-5f274a362355-1

00:37:36.619 --> 00:37:40.101

qualified for the program. How
many of those were there

4d2f1484-06bb-4378-b49b-5f274a362355-2

00:37:40.101 --> 00:37:43.707

because, you know, business
program is basically a a last

4d2f1484-06bb-4378-b49b-5f274a362355-3

00:37:43.707 --> 00:37:47.375

resort, not correct. But if
people don't have the money or

4d2f1484-06bb-4378-b49b-5f274a362355-4

00:37:47.375 --> 00:37:51.230

their insurance stop or they
don't have insurance. But that's

4d2f1484-06bb-4378-b49b-5f274a362355-5

00:37:51.230 --> 00:37:55.209

where the program kicks in. But
if people do have the insurance

4d2f1484-06bb-4378-b49b-5f274a362355-6

00:37:55.209 --> 00:37:56.080

and they call.

3cd50719-a66c-4cfe-88d8-7f8793713a5e-0

00:37:56.890 --> 00:38:00.956

Uh for information are they
referred? You know, can they be

3cd50719-a66c-4cfe-88d8-7f8793713a5e-1

00:38:00.956 --> 00:38:01.770

referred to?

3004e94c-1535-4e02-8a4c-4c8940622e80-0

00:38:02.990 --> 00:38:06.611

Places to get rehabilitation and
to get services. That's where

3004e94c-1535-4e02-8a4c-4c8940622e80-1

00:38:06.611 --> 00:38:10.060

that resource guide comes in. I
think pretty handy, but the

3004e94c-1535-4e02-8a4c-4c8940622e80-2

00:38:10.060 --> 00:38:13.740

point is, you know there are how
many people are contacting us.

fca4ab9a-9802-4d67-9977-eed3edfdd1f7-0

00:38:14.500 --> 00:38:19.443

Uh that have these injuries that
do not qualify? Do we have a

fca4ab9a-9802-4d67-9977-eed3edfdd1f7-1

00:38:19.443 --> 00:38:20.640

number on that?

836e4e42-d5d8-46ba-84ed-b0e18fe3b5af-0

00:38:21.310 --> 00:38:25.044

I mean, I know you have the
number on who we did serve and I

836e4e42-d5d8-46ba-84ed-b0e18fe3b5af-1

00:38:25.044 --> 00:38:28.839

agree with you. You know, it's
like 1/10 of a person, 1/10 of

836e4e42-d5d8-46ba-84ed-b0e18fe3b5af-2

00:38:28.839 --> 00:38:29.880

Ohh, 100th of 1%.

02f8655d-89b3-409f-b57d-26d2ac2b61a2-0

00:38:30.770 --> 00:38:35.147

Um of of the population. Uh,
that seems to be a very, very

02f8655d-89b3-409f-b57d-26d2ac2b61a2-1

00:38:35.147 --> 00:38:37.670

low, probably unrealistic

number.

e9ba98b1-c86b-461e-aeb5-49a77f441aa1-0

00:38:38.800 --> 00:38:43.197

So just to be clear about the
program on, on your comment

e9ba98b1-c86b-461e-aeb5-49a77f441aa1-1

00:38:43.197 --> 00:38:48.050

about payer of last resort, we
are payer of last resort, but if

e9ba98b1-c86b-461e-aeb5-49a77f441aa1-2

00:38:48.050 --> 00:38:50.780

a client qualifies for our
program.

e2d9357a-cdf2-48e8-a4cf-424674c80028-0

00:38:51.570 --> 00:38:55.518

Whether they have insurance or
don't have insurance, they're

e2d9357a-cdf2-48e8-a4cf-424674c80028-1

00:38:55.518 --> 00:38:59.661

still enrolled. If they have a
payer source, we help coordinate

e2d9357a-cdf2-48e8-a4cf-424674c80028-2

00:38:59.661 --> 00:39:03.481

the services that they're going
to need to successfully be

e2d9357a-cdf2-48e8-a4cf-424674c80028-3

00:39:03.481 --> 00:39:04.970

community reintegrated.

329acbde-18b2-40fe-a620-e70f5528858b-0

00:39:06.120 --> 00:39:10.023

That's what our case managers
do. They will help coordinate

329acbde-18b2-40fe-a620-e70f5528858b-1

00:39:10.023 --> 00:39:13.666

and provide make sure services
are set up. Equipment is

329acbde-18b2-40fe-a620-e70f5528858b-2

00:39:13.666 --> 00:39:17.309

provided regardless of their
payer service if they have

329acbde-18b2-40fe-a620-e70f5528858b-3

00:39:17.309 --> 00:39:21.472

insurance, great. If they don't
have insurance then you know we

329acbde-18b2-40fe-a620-e70f5528858b-4

00:39:21.472 --> 00:39:24.399

try to encourage them to apply
for Medicaid.

98661559-1390-48aa-aa4b-0c43e529a5bf-0

00:39:25.170 --> 00:39:29.118

But we are payer of last resort.

So we do pay for services

98661559-1390-48aa-aa4b-0c43e529a5bf-1

00:39:29.118 --> 00:39:33.134

because but typically we're

short term. So you have to keep

98661559-1390-48aa-aa4b-0c43e529a5bf-2

00:39:33.134 --> 00:39:36.948

that in mind and short term is

typically two years as an

98661559-1390-48aa-aa4b-0c43e529a5bf-3

00:39:36.948 --> 00:39:40.964

average, but a client can stay

in our program for two years

98661559-1390-48aa-aa4b-0c43e529a5bf-4

00:39:40.964 --> 00:39:44.645

even if they have private

insurance as long as they're

98661559-1390-48aa-aa4b-0c43e529a5bf-5

00:39:44.645 --> 00:39:48.392

needing our case managers
assistant to get services and

98661559-1390-48aa-aa4b-0c43e529a5bf-6

00:39:48.392 --> 00:39:52.609

equipment that they need, maybe
a home modification to achieve

98661559-1390-48aa-aa4b-0c43e529a5bf-7

00:39:52.609 --> 00:39:54.549

that community reintegration.

3c4fff9c-24ae-42e3-9d3e-7e62efeeda99-0

00:39:56.330 --> 00:40:00.480

So our program is not based on
the clients income.

66d53089-9faa-4b42-9db2-4d97bc7bc395-0

00:40:01.600 --> 00:40:04.980

It's it's, it's not based and I
I get asked that quite a bit.

66d53089-9faa-4b42-9db2-4d97bc7bc395-1

00:40:04.980 --> 00:40:06.670

It's not based on their income.

2a43e9d9-34b0-484b-aa9f-9acac20dc433-0

00:40:07.600 --> 00:40:10.520

Or their insurance coverage or
anything like that.

b4775a53-c0d4-421c-945f-68650b2ea2da-0

00:40:11.900 --> 00:40:15.370

I I think I think, yeah, he
poses a great question around

b4775a53-c0d4-421c-945f-68650b2ea2da-1

00:40:15.370 --> 00:40:19.080

data though it would be a good
thing to collect what? Why are

b4775a53-c0d4-421c-945f-68650b2ea2da-2

00:40:19.080 --> 00:40:22.610

these people not qualifying and
what were they looking for

b4775a53-c0d4-421c-945f-68650b2ea2da-3

00:40:22.610 --> 00:40:26.200

because that kind of, you know,
gives an opportunity in the

b4775a53-c0d4-421c-945f-68650b2ea2da-4

00:40:26.200 --> 00:40:29.671

future that it seems like
there's a need for X, you know,

b4775a53-c0d4-421c-945f-68650b2ea2da-5

00:40:29.671 --> 00:40:33.500

where people aren't qualifying
for Y, you know, frequently. And

b4775a53-c0d4-421c-945f-68650b2ea2da-6

00:40:33.500 --> 00:40:36.851

so why, you know, is there an
opportunity to change the

b4775a53-c0d4-421c-945f-68650b2ea2da-7

00:40:36.851 --> 00:40:40.441

criteria for the program and
just offer different levels of

b4775a53-c0d4-421c-945f-68650b2ea2da-8

00:40:40.441 --> 00:40:41.100

service so.

19531227-46b5-47e4-b442-4686b2e43f74-0

00:40:42.050 --> 00:40:44.583

You don't know what you don't
know until we start collecting

19531227-46b5-47e4-b442-4686b2e43f74-1

00:40:44.583 --> 00:40:46.660

the data. I think that's it.

That's a good point.

29aafd3a-1219-4fa6-91c2-2612e2ddd7a2-0

00:40:48.670 --> 00:40:53.188

So we can run reports out of our
current system rims and report

29aafd3a-1219-4fa6-91c2-2612e2ddd7a2-1

00:40:53.188 --> 00:40:57.284

on applicants and closure
status. Closure status is going

29aafd3a-1219-4fa6-91c2-2612e2ddd7a2-2

00:40:57.284 --> 00:41:01.591

to tell us why they were not
enrolled into the program, that

29aafd3a-1219-4fa6-91c2-2612e2ddd7a2-3

00:41:01.591 --> 00:41:06.109

they declined services, were we
not able to get a hold of them?

29aafd3a-1219-4fa6-91c2-2612e2ddd7a2-4

00:41:06.109 --> 00:41:10.416

Why did they not qualify? We can
pull some of that data from

29aafd3a-1219-4fa6-91c2-2612e2ddd7a2-5

00:41:10.416 --> 00:41:10.770

rims.

74bbd56d-2bc9-4b39-a5a9-6abf66e4c0ef-0

00:41:14.880 --> 00:41:16.990

I think that would be
interesting to review.

c296be2b-befb-4ff5-b603-b25ba47c0686-0

00:41:19.230 --> 00:41:19.560

OK.

ec303590-3778-47b8-97de-1d98336d26d8-0

00:41:24.700 --> 00:41:27.160

Committee members any and if
more suggestions?

9258344c-d95e-49ea-a6af-6c13866cd7db-0

00:41:33.380 --> 00:41:37.170

OK. Is there any any new
business for our PAC committee?

fa4e7a85-5f94-4bfc-a9e9-bcf4a6c757e1-0

00:41:41.500 --> 00:41:42.880

Jim, do you have anything
further?

d46924fc-31be-43cf-8e39-aa07eaa1ec63-0

00:41:43.680 --> 00:41:44.140

No, Sir.

1f541abe-5085-4644-b586-2347f8d1c129-0

00:41:46.000 --> 00:41:50.151

I think do we do we have a uh
quorum yet so that we could vote

1f541abe-5085-4644-b586-2347f8d1c129-1

00:41:50.151 --> 00:41:51.140

on the Minutes.

0b95b568-0124-4682-b07e-d05873d29b67-0

00:41:53.430 --> 00:41:57.748

Madonna, can you just Madonna,
can you confirm that you're here

0b95b568-0124-4682-b07e-d05873d29b67-1

00:41:57.748 --> 00:41:59.840

and then we will have a quorum.

e70975a9-40cd-4936-be96-b2868045b4b4-0

00:42:11.090 --> 00:42:14.404

OK. And Kevin Mullin also
joined, if I believe Kevin, are

e70975a9-40cd-4936-be96-b2868045b4b4-1

00:42:14.404 --> 00:42:15.090

you present?

23c91b91-2281-4d76-8d1a-8c080d618010-0

00:42:33.440 --> 00:42:37.529

I guess we're back to the
problem that we often have,

23c91b91-2281-4d76-8d1a-8c080d618010-1

00:42:37.529 --> 00:42:38.590

unfortunately.

730363d6-6d57-498c-8f3b-393d5a9403b1-0

00:42:39.290 --> 00:42:43.370

Uh participation and the fact
that we have.

0ecfab38-7a29-4fb4-b31f-b4b8ec98aef1-0

00:42:44.100 --> 00:42:47.964

Today, including me, four
people, one of whom is, I guess,

0ecfab38-7a29-4fb4-b31f-b4b8ec98aef1-1

00:42:47.964 --> 00:42:51.829

the Madonna might be in this
other meeting, but you're not

0ecfab38-7a29-4fb4-b31f-b4b8ec98aef1-2

00:42:51.829 --> 00:42:52.550

responding.

72594e03-5985-4fc7-92b1-8372302d4f37-0

00:42:53.190 --> 00:42:55.580

But it makes it, you know,
challenging.

241d0664-f982-4226-aa83-f7739da75e68-0

00:42:56.460 --> 00:43:00.430

I guess we'll be the polite

word, uh to get business done

241d0664-f982-4226-aa83-f7739da75e68-1

00:43:00.430 --> 00:43:04.743

and to move forward. Uh, we have

meetings meeting minutes from

241d0664-f982-4226-aa83-f7739da75e68-2

00:43:04.743 --> 00:43:09.193

July and August that need to be

done now we're in October and at

241d0664-f982-4226-aa83-f7739da75e68-3

00:43:09.193 --> 00:43:13.643

this moment in time we can't get

them done because we don't have

241d0664-f982-4226-aa83-f7739da75e68-4

00:43:13.643 --> 00:43:14.259

a quorum.

48569073-b7d7-41dc-bec2-8e130720f4dc-0

00:43:14.990 --> 00:43:19.506

Um, a little bit frustrating and

this isn't the the just the

48569073-b7d7-41dc-bec2-8e130720f4dc-1

00:43:19.506 --> 00:43:23.800

meeting today of the PAC. It's
the meeting of the overall

48569073-b7d7-41dc-bec2-8e130720f4dc-2

00:43:23.800 --> 00:43:26.169

entire Advisory Council meeting.

a09ebdb4-e00c-4046-a485-5340d9ce2930-0

00:43:27.110 --> 00:43:27.410

No.

b050832f-191d-4dd7-9d6f-505af39d4acd-0

00:43:28.520 --> 00:43:29.260

Frustrating.

632e3841-0864-4d1f-a7ee-9a1edbff1e64-0

00:43:31.280 --> 00:43:35.200

So on that point, looking at the
list, it looks like there's

632e3841-0864-4d1f-a7ee-9a1edbff1e64-1

00:43:35.200 --> 00:43:39.249

three open positions, so that so
then the remainder are people

632e3841-0864-4d1f-a7ee-9a1edbff1e64-2

00:43:39.249 --> 00:43:43.234

that that aren't able to come
for whatever reason is that. Is

632e3841-0864-4d1f-a7ee-9a1edbff1e64-3

00:43:43.234 --> 00:43:44.070

that correct?

bbc09e7e-46c6-4f77-8fd5-1c6e2ee213af-0

00:43:45.150 --> 00:43:49.460

Yeah, we for our Council. Yes,
we have 3 vacancies we have.

e85a50de-be85-4e6f-87eb-b97505f73e09-0

00:43:50.980 --> 00:43:56.218

Two professional which I have
applications pending for and

e85a50de-be85-4e6f-87eb-b97505f73e09-1

00:43:56.218 --> 00:43:59.060

then I think it's a spinal cord.

855b8053-da18-457e-ab37-000c68bbc6ac-0

00:44:00.170 --> 00:44:01.900

Survivor family member.

4407a1dc-991e-4148-ac7d-9422538bc05b-0

00:44:02.840 --> 00:44:04.110

That position is open.

9c3ec17e-aed3-4d76-844b-cdabdeb81ae4-0

00:44:04.790 --> 00:44:08.040

OK. Right here. Do the vacancies
count against the quorum?

6af66825-6e94-48c7-a2ab-c37a1f43ffda-0

00:44:09.450 --> 00:44:11.830

No, OK, but just the.

c94a97ed-6c28-4aa9-8962-e5ad58e1247a-0

00:44:12.630 --> 00:44:17.133

Half of them are. Are here. Got
you? I saw Ricky Mullen raise

c94a97ed-6c28-4aa9-8962-e5ad58e1247a-1

00:44:17.133 --> 00:44:19.240

his hand, so he must be here.

7807ea9b-c2f8-48c9-940e-cac4c1ff541e-0

00:44:20.030 --> 00:44:23.570

Kevin. Yeah, his hand is raised.

Kevin, do you? Are you present?

5a772f94-2621-4eb1-9066-e129e2915b07-0

00:44:27.080 --> 00:44:28.220

Are you OK?

5e59ae56-113c-4f3e-bf2f-3b5c72baa914-0

00:44:30.600 --> 00:44:31.220

Is that a yes?

66468dee-a034-4ae2-8e09-c901da64308f-0

00:44:34.080 --> 00:44:37.131

He's raising his hands. I'm
assuming that he's raising his

66468dee-a034-4ae2-8e09-c901da64308f-1

00:44:37.131 --> 00:44:40.233

hand, he also said in the chat
that he was present. I don't

66468dee-a034-4ae2-8e09-c901da64308f-2

00:44:40.233 --> 00:44:43.284

know if that counts, but it
does. Yes, it does. He's here,

66468dee-a034-4ae2-8e09-c901da64308f-3

00:44:43.284 --> 00:44:43.439

OK.

ccb8cc52-78b4-4166-8bb8-aeb278c4134d-0

00:44:49.310 --> 00:44:51.400

OK, so at this point.

44051e52-8ee1-49f2-aebc-8eeee65a4243-0

00:44:52.730 --> 00:44:57.200

The PSC does not have a quorum,
so we can't vote on the Minutes.

44051e52-8ee1-49f2-aebc-8eeee65a4243-1

00:44:57.200 --> 00:45:01.396

And since we're we're complete
on the business, does anybody

44051e52-8ee1-49f2-aebc-8eeee65a4243-2

00:45:01.396 --> 00:45:02.909

have any new business?

47ff8255-f34a-4668-a769-dfb561cf6d95-0

00:45:03.920 --> 00:45:04.770

For the PSA.

529d624d-9fc7-4799-849c-47e696af38ab-0

00:45:05.930 --> 00:45:10.949

Don't we have 5 now? Don't we
have a horn now? We should.

529d624d-9fc7-4799-849c-47e696af38ab-1

00:45:10.949 --> 00:45:14.930

Well, Kevin's not a member of
this committee.

605cf252-f942-4684-93b9-9c69ee9da75d-0

00:45:16.310 --> 00:45:20.420

The committee member uh,
according to my list, if it's on

605cf252-f942-4684-93b9-9c69ee9da75d-1

00:45:20.420 --> 00:45:24.389

the agenda myself, Michael,

PETA. Jennifer. Who's here?

605cf252-f942-4684-93b9-9c69ee9da75d-2

00:45:24.389 --> 00:45:28.216

Marsha Martino. Daniel

Nicholson. Jill. Who's here at

605cf252-f942-4684-93b9-9c69ee9da75d-3

00:45:28.216 --> 00:45:29.350

Madonna? Who is?

98e933ea-ec74-485e-806f-1285983630e7-0

00:45:30.080 --> 00:45:31.590

Signed in but not here.

7af17c9f-6bcf-4efa-8aec-1ced1201d977-0

00:45:32.870 --> 00:45:35.750

Madonna were here. We we would

be able to vote.

ec4ab9de-c7a4-4cab-9acb-e36240c7d841-0

00:45:41.380 --> 00:45:42.070

Um.

bbbbc4c7-1a76-4956-876b-16c02d5f768d-0

00:45:42.850 --> 00:45:43.910

123.

015b9a51-05e3-41b6-a62b-989ac5f72167-0

00:45:44.760 --> 00:45:46.570

So it sounds like Kevin

actually.

6bf80f00-6503-43d4-9bd5-0975852a0e3c-0

00:45:48.520 --> 00:45:51.530

So actually we do have a quorum.

fcd19128-04a6-4d09-ab38-2e0044efa35c-0

00:45:52.410 --> 00:45:55.180

Because Marsha Martino, she had

resigned.

753bcdfe-1d66-4cbf-8fd7-522d648d6022-0

00:45:56.850 --> 00:46:00.860

Oh, he actually had to resign

her position. So we do actually

753bcdfe-1d66-4cbf-8fd7-522d648d6022-1

00:46:00.860 --> 00:46:03.900

have a corner quorum. If I take

her out there.

7a675241-2b47-456c-a49b-7594f27e93e0-0

00:46:04.790 --> 00:46:06.990

She should have been removed. So

we do have a quorum.

d876df10-e74f-4789-a22d-01b8724e285d-0

00:46:08.730 --> 00:46:13.351

So we can vote, we can vote on
minutes. OK, let's go ahead and

d876df10-e74f-4789-a22d-01b8724e285d-1

00:46:13.351 --> 00:46:16.580

do that. We have many minutes of
July 21st.

b4c75676-b521-4aea-88d8-bbfd0757626a-0

00:46:17.390 --> 00:46:21.640

2022 uh. Would somebody make a
motion to approve those?

48ae501c-19cf-4a7f-a8cb-d6df04c87735-0

00:46:23.410 --> 00:46:24.760

A motion. This is Jill.

8dc54411-4431-4259-bdc9-cd622d69ba17-0

00:46:25.670 --> 00:46:27.360

Second, the second this is
Natalie.

1ffff8f6-01ef-436f-bac1-57fc5f8f7d98-0

00:46:29.750 --> 00:46:34.433

Natalie uh, you're not a member

of the committee, so I'll go

1ffff8f6-01ef-436f-bac1-57fc5f8f7d98-1

00:46:34.433 --> 00:46:38.733

ahead. Second. That's OK

committee members all in favor

1ffff8f6-01ef-436f-bac1-57fc5f8f7d98-2

00:46:38.733 --> 00:46:40.500

of approving them, aye.

f4d6e803-73ba-4904-9648-bcf4b4c3d357-0

00:46:42.130 --> 00:46:44.090

Hi any opposed?

ad5787d3-4c0d-4538-a751-581fa37f875d-0

00:46:45.670 --> 00:46:50.091

OK, the Minutes of July 21st are

approved. Go to the minutes of

ad5787d3-4c0d-4538-a751-581fa37f875d-1

00:46:50.091 --> 00:46:50.920

August 25th.

d2c4375e-7649-4226-a812-d2899bb849d5-0

00:46:52.090 --> 00:46:54.110

I have a motion please to

approve those.

15a83e25-ba50-41f1-8f9c-97f9d4c5af1e-0

00:46:58.270 --> 00:47:01.250

This this still I'll motion to
approve.

3cb1ecda-10a8-4587-bdfd-f64286caa23d-0

00:47:01.900 --> 00:47:03.910

Great. I'll second it all in
favor.

1a933da6-c229-4d99-aecc-4c1b6156d499-0

00:47:05.320 --> 00:47:07.710

Aye, aye. Any opposed.

d4557b04-a7d7-43d3-bf2e-a6982767833c-0

00:47:08.920 --> 00:47:11.080

OK, Minutes of August 25th are
approved.

7bdf09c2-a458-4c56-a351-90a7dc161664-0

00:47:12.310 --> 00:47:13.890

So we got that done.

fb588e01-5cbe-4913-ba44-6ce7ef8fd387-0

00:47:15.450 --> 00:47:19.177

OK. And uh, I guess we'll have a
motion to adjourn the PAC

fb588e01-5cbe-4913-ba44-6ce7ef8fd387-1

00:47:19.177 --> 00:47:22.020

meeting. Ohh, we should talk
about the next.

1f3e8e62-5c07-4026-8351-b594b13d8f9e-0

00:47:22.690 --> 00:47:23.960

Here's me the next meeting.

f768aa74-081e-4aff-9a86-af981b2851d6-0

00:47:24.610 --> 00:47:25.660

Should be, uh.

5ecae155-af0a-4ea4-a56c-3d5487a33a8c-0

00:47:27.140 --> 00:47:30.390

I I guess let me get my calendar
here.

592d35b5-0a86-4bc5-bf85-e005551d43d4-0

00:47:34.310 --> 00:47:38.660

We have the dates on the agenda
that you suggested, Ricky.

592d35b5-0a86-4bc5-bf85-e005551d43d4-1

00:47:38.660 --> 00:47:41.610

Right. I'm looking ohh. August,
August.

27e0e99d-3781-45ad-b387-f0c8343370ca-0

00:47:43.260 --> 00:47:44.580

Gotta go to page 2. Hold on.

9d42163f-e2ff-4e6f-b02c-5f07b784b680-0

00:47:49.790 --> 00:47:53.170

Thursday, November 17th. Does
that work for everybody?

aa7919a4-96f2-4d1d-b92d-36187594c11d-0

00:47:55.500 --> 00:47:56.700

A week before Thanksgiving.

73268717-f621-4465-a9d3-948ccd402a04-0

00:47:59.900 --> 00:48:00.510

Yes.

4bca982f-5ecd-4861-9a96-09956cb84526-0

00:48:01.180 --> 00:48:02.840

OK, so that'll that'll be our.

6cceeb66f-951e-47f6-9cd3-39e840d935b8-0

00:48:03.830 --> 00:48:04.590

Next meeting.

73741248-0868-4124-86c5-c7ed603095d7-0

00:48:06.380 --> 00:48:08.400

At the 1:00 o'clock to 2:00
o'clock.

687d1820-d830-454f-9ead-1dd1ed6bb5a0-0

00:48:10.310 --> 00:48:10.890

Alright.

9f37aaf9-69b6-4a70-9b6e-cf36c930814c-0

00:48:12.070 --> 00:48:13.380

And then they thought we might
have gone.

ca0c98e3-bc3d-4fbc-a86d-234df11c39d1-0

00:48:14.210 --> 00:48:17.444

Make sure that December 15th how
much collectability do we have

ca0c98e3-bc3d-4fbc-a86d-234df11c39d1-1

00:48:17.444 --> 00:48:20.779

with that date? I have a I'm I'm
generally available that day but

ca0c98e3-bc3d-4fbc-a86d-234df11c39d1-2

00:48:20.779 --> 00:48:21.790

not at 1:00 o'clock.

29411f91-b096-49c5-a31c-e7e6455f5f32-0

00:48:22.350 --> 00:48:22.830

ea76b564-19f3-4a74-b602-dec16b52f95b-0

00:48:27.110 --> 00:48:27.920

Um, well then.

f80be993-cdaf-473d-8a27-43ac2ecaf412-0

00:48:32.820 --> 00:48:36.500

Would well, usually we do it the
third Thursday.

c665202c-de10-4dad-bd9b-0c712348794d-0

00:48:37.310 --> 00:48:40.250

Yes, they can do like 2:00
o'clock or 3:00 o'clock that day

c665202c-de10-4dad-bd9b-0c712348794d-1

00:48:40.250 --> 00:48:41.280

or even at noon. But.

1dbe741d-2a52-4a24-bbdb-efcb6ef85373-0

00:48:52.060 --> 00:48:53.870

With two o'clock work for
everybody.

7a9757b1-98ee-4fbf-bb0d-ad5416fb3c27-0

00:48:55.830 --> 00:49:00.290

From two to three that day, yes.

c5c08f24-dbbb-4fc1-ad0d-ec485f93db4b-0

00:49:03.680 --> 00:49:07.896

Doctor Higney, you're OK with
that? Yes, please. OK, so let's

c5c08f24-dbbb-4fc1-ad0d-ec485f93db4b-1

00:49:07.896 --> 00:49:12.316

do Thursday, November 17th, 2:00

PM to 3:00 PM would be the next

c5c08f24-dbbb-4fc1-ad0d-ec485f93db4b-2

00:49:12.316 --> 00:49:12.860

meeting.

a9486ef6-9c7a-4db2-85d7-d99935d3809d-0

00:49:14.980 --> 00:49:15.790

OK. Uh.

4a718713-68fd-4224-bed5-3c433927d8c3-0

00:49:16.650 --> 00:49:17.900

Motion to adjourn, please.

edfb36be-acfa-4bfb-af2e-9f0394005d28-0

00:49:20.390 --> 00:49:21.010

Motion.

063ccc14-b206-43f8-8066-bf4c29ed1d68-0

00:49:22.060 --> 00:49:24.210

I'll second it and all in favor.

e9f978e8-ae75-4de6-aa1f-385c308a4e9c-0

00:49:24.890 --> 00:49:31.339

I aye, aye. We are adjourned.

PAC Committee is adjourned. OK,

e9f978e8-ae75-4de6-aa1f-385c308a4e9c-1

00:49:31.339 --> 00:49:37.060

we'll take a 10 minute break
before we start our PSQI.

3cc8a438-4a37-4139-8249-62653f189de1-0

00:49:37.760 --> 00:49:42.023

The committee meeting at 10:00
o'clock. I'm just going to leave

3cc8a438-4a37-4139-8249-62653f189de1-1

00:49:42.023 --> 00:49:46.020

this recording going and the
session open. I'm not going to

3cc8a438-4a37-4139-8249-62653f189de1-2

00:49:46.020 --> 00:49:46.620

close it.

2c5c6d68-b7e3-41c2-8590-c0f8d7c5871f-0

00:49:48.900 --> 00:49:49.310

Thank you.

1139019f-cbda-4d7e-8c41-a2683ab8f26f-0

00:49:50.090 --> 00:49:50.510

Yes, Sir.

4ddfbf6e-57b6-4184-ad29-aabc3a332cb8-0

00:49:51.670 --> 00:49:52.980

Thank you all. Good meeting.

734cacc2-9c7b-4f0a-86c8-1782f1f4ab24-0

00:51:37.350 --> 00:51:53.020

dee46231-744e-495c-a1c7-e61d900781b7-0

00:51:54.110 --> 00:52:13.020

eb83128d-0394-46a0-9837-2e57a9db385a-0

00:58:58.530 --> 00:59:02.718

We're going to get started with
our performance and quality

eb83128d-0394-46a0-9837-2e57a9db385a-1

00:59:02.718 --> 00:59:06.140

Improvement Committee meeting in
about 1 minute.

89a76159-cde4-4dcd-b1be-ee6cedb11840-0

00:59:24.550 --> 00:59:25.510

Anybody hear me?

af069370-29ab-4abc-a02c-6e29db687eb1-0

00:59:27.870 --> 00:59:28.180

Yes.

0dc58772-da53-4a61-b55b-6e72663cc8fc-0

00:59:29.410 --> 00:59:31.090

Ohh, thank you one SEC.

b6d5c461-9455-4eb5-895a-26f9ea59293b-0

00:59:34.090 --> 00:59:35.360

I would die.

b55fef05-37f0-4562-afa1-57cb12fc512b-0

00:59:36.300 --> 00:59:39.462

Alright, so we're going to go
ahead and get started. It's

b55fef05-37f0-4562-afa1-57cb12fc512b-1

00:59:39.462 --> 00:59:42.516

10:00. O'clock. I want to
welcome everybody for staying

b55fef05-37f0-4562-afa1-57cb12fc512b-2

00:59:42.516 --> 00:59:46.061

on. Or if you've just joined us
for this meeting, we're going to

b55fef05-37f0-4562-afa1-57cb12fc512b-3

00:59:46.061 --> 00:59:49.605

start right away because we have
a speaker coming in about 10:30

b55fef05-37f0-4562-afa1-57cb12fc512b-4

00:59:49.605 --> 00:59:52.932

and I want to make sure there's
plenty of time for our guest

b55fef05-37f0-4562-afa1-57cb12fc512b-5

00:59:52.932 --> 00:59:56.367

speaker Kim, if you can please
do roll call for this committee

b55fef05-37f0-4562-afa1-57cb12fc512b-6

00:59:56.367 --> 00:59:57.840

meeting, I'd appreciate it.

02e02e37-72f3-4578-b610-50deaf4fc0dd-0

00:59:58.980 --> 00:59:59.410

OK.

c9ca3d31-00e1-4936-b2bf-84bf34efce96-0

01:00:00.280 --> 01:00:01.230

Natalie Alden.

7089bfb2-50e9-47bd-8d7c-81c2599b9369-0

01:00:03.190 --> 01:00:03.590

Present.

9dc1d4ba-91b4-44d8-a088-67835686ce1c-0

01:00:04.480 --> 01:00:06.320

Thank you, Kevin Mullen.

dd799227-204b-459a-9e33-ff602a7c2926-0

01:00:09.840 --> 01:00:13.350

Present. I got you doctor Rhonda

Ross.

c6d33e9a-bccb-4158-9128-92cfc52069f2-0

01:00:16.260 --> 01:00:17.430

Jennifer lannon.

dea84c61-cdd7-4b1c-b837-cb821dd3df5b-0

01:00:19.560 --> 01:00:20.060

President.

2386f4d7-28cd-47e5-8096-7c8762002b9b-0

01:00:21.820 --> 01:00:22.850

Daniel Nicholson.

6759525f-355c-450e-8c8b-b918086bde71-0

01:00:26.270 --> 01:00:27.440

Jeffrey secure.

f630a163-de38-4682-9fa3-f4a4055faa51-0

01:00:31.640 --> 01:00:33.550

Richard Zeidman present.

8bc2b947-4796-493d-b2db-353296977e27-0

01:00:34.420 --> 01:00:34.850

Thank you.

94b2a01c-c67e-4d88-a535-ea06b77bcee1-0

01:00:36.040 --> 01:00:36.970

Michael fayda.

8faae16f-5be1-435c-a70b-082cd3a54ced-0

01:00:40.050 --> 01:00:41.340

Madonna stotsenberg.

f5bf3712-1ad3-4186-a96f-078267f702df-0

01:00:45.390 --> 01:00:46.630

Jill olinick.

96851d9d-cc18-4b24-91c2-d2e76682b54a-0

01:00:47.560 --> 01:00:49.540

I'm here. Thank you.

97506344-2935-4104-97f0-6482c51b575a-0

01:00:50.680 --> 01:00:51.910

Doctor Brian Higdon.

6d889153-addb-4ead-88db-c56c735354a5-0

01:00:53.400 --> 01:00:56.890

Here. Thank you, Suzanne

Doswell.

4cda5b8f-b409-4a0d-b8cf-813bb40c9789-0

01:00:58.690 --> 01:00:59.420

Thank you.

184481ba-4d8a-46a8-abea-96fd19390eb4-0

01:01:00.260 --> 01:01:01.800

And Ruth Ann Tattersall.

99d659c1-f17d-450c-9441-a4be9a2db4b6-0

01:01:02.940 --> 01:01:03.300

Present.

c2fdabc1-f543-4245-882a-53d40048b3cb-0

01:01:05.610 --> 01:01:06.140

Thank you.

f0f572b2-e6a2-4c9d-ac8b-4a11b0867970-0

01:01:10.410 --> 01:01:13.770

So we have a quorum for this
committee. Wonderful.

4b813b9f-00b3-47a0-b3ab-576676a16027-0

01:01:15.710 --> 01:01:20.012

All right. So we're going to
move right into uh, calling for

4b813b9f-00b3-47a0-b3ab-576676a16027-1

01:01:20.012 --> 01:01:24.315

approval for minutes from July
21st meetings and August 25th

4b813b9f-00b3-47a0-b3ab-576676a16027-2

01:01:24.315 --> 01:01:26.289

meeting. Do I hear a motion?

009f3193-1028-4074-aea8-b15bebe56bfb-0

01:01:28.090 --> 01:01:29.440

Motion we'll do.

e7ab1ecf-3c47-4a09-b9ec-14c21db872ba-0

01:01:30.870 --> 01:01:34.086

Is that they're both meeting. Is

that for both meeting minutes or

e7ab1ecf-3c47-4a09-b9ec-14c21db872ba-1

01:01:34.086 --> 01:01:35.500

do you want to do individual?

96de8072-a3db-4bb9-b6c5-536ceb178a00-0

01:01:36.850 --> 01:01:37.520

Do you think about?

d135eeb5-4a37-4f8e-a53b-bab2ccd94501-0

01:01:39.310 --> 01:01:40.790

OK, I'll.

f2c11210-2fe2-4674-b37a-6fb1a6452588-0

01:01:41.430 --> 01:01:45.620

OK. All in favor? Aye aye, aye.

7e4e4399-6ac2-424b-a4be-a29a08d01e97-0

01:01:46.300 --> 01:01:47.290

Hi, thank you.

9141d040-e2ae-4678-977a-f396a8f0c6cf-0

01:01:48.480 --> 01:01:48.920

Thank you.

12b8e8fb-034a-44ed-8e6a-3b9855a85219-0

01:01:50.540 --> 01:01:53.970

Alright, so we're going to go
right into um.

963bc651-7ce7-42a2-b478-aebb23afebfb-0

01:01:54.810 --> 01:01:56.010

The client surveys.

820e4219-fe26-4b1c-afc1-3ab777a03460-0

01:01:57.180 --> 01:02:01.560

We brought these up at our last
meeting and I believe there were

820e4219-fe26-4b1c-afc1-3ab777a03460-1

01:02:01.560 --> 01:02:05.401

some changes made to these is
just an on Justin. Is that

820e4219-fe26-4b1c-afc1-3ab777a03460-2

01:02:05.401 --> 01:02:09.039

correct that you had made some
changes regarding the?

127d2124-2c50-48d6-a91a-b563cb0601e1-0

01:02:09.820 --> 01:02:11.230

Last committee meeting.

11c2b300-e654-48ef-9b00-711aff21382d-0

01:02:12.160 --> 01:02:15.800

Yeah, there were a couple, um,
questions that um.

d9cc0614-bb32-45f4-bd13-0269490472c5-0

01:02:16.620 --> 01:02:20.446

You know the answer is we there
was a recommendation to have

d9cc0614-bb32-45f4-bd13-0269490472c5-1

01:02:20.446 --> 01:02:24.210

them kind of shuffled to make
them more consistent with the

d9cc0614-bb32-45f4-bd13-0269490472c5-2

01:02:24.210 --> 01:02:27.534

rest of the the survey
questions. So um, we made all

d9cc0614-bb32-45f4-bd13-0269490472c5-3

01:02:27.534 --> 01:02:29.040

those changes that were.

a8b81bc5-f4d0-44c7-b09b-978c8c734f1c-0

01:02:29.710 --> 01:02:33.950

Recommended and this is what
we've got.

b807e2f4-4199-4a9d-b3a3-576c9de1f3d4-0

01:02:36.360 --> 01:02:40.796

OK, so I'm gonna ask Kim, can
you share those surveys up on

b807e2f4-4199-4a9d-b3a3-576c9de1f3d4-1

01:02:40.796 --> 01:02:41.610

the screen?

0823e27c-95ce-45ed-8d78-ffaa33ef2eee-0

01:02:42.750 --> 01:02:44.070

And we'll go through and look at
them.

38bb04f5-a9f2-4be7-9e3e-b7ffc103d26e-0

01:02:51.160 --> 01:02:54.433

So Justin, if you can kind of go
over what the changes were for

38bb04f5-a9f2-4be7-9e3e-b7ffc103d26e-1

01:02:54.433 --> 01:02:56.480

those that weren't at the last
meeting?

beddd09a-db9b-43b5-81ff-bb836e5a14b4-0

01:02:57.940 --> 01:03:02.148

I don't remember exactly what
they were, but if if you Scroll

beddd09a-db9b-43b5-81ff-bb836e5a14b4-1

01:03:02.148 --> 01:03:03.370

down a little bit.

295579d7-806e-401e-8c22-f074b929319b-0

01:03:05.740 --> 01:03:11.239

I believe the the bigger issues
were on a couple of the

295579d7-806e-401e-8c22-f074b929319b-1

01:03:11.239 --> 01:03:15.070

questions like towards the
bottom, um.

f896d4a9-4aef-4779-929f-ea34814757a4-0

01:03:16.370 --> 01:03:18.560

Like number set um sorry.

25c14ef6-e398-4dc1-8651-ebd8599d76f0-0

01:03:20.470 --> 01:03:23.540

Like #7 for example, um.

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-0

01:03:24.230 --> 01:03:28.542

On one of the questions in a
later survey, we had the

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-1

01:03:28.542 --> 01:03:33.414

opposite order. Um or or or a
similar kind of question where

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-2

01:03:33.414 --> 01:03:38.446

um, you know we least favorable
was listed 1st and vice versa.

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-3

01:03:38.446 --> 01:03:42.759

So we just made them all
consistent in that, you know

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-4

01:03:42.759 --> 01:03:47.631

satisfied or the OR the highest
satisfactory you know result

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-5

01:03:47.631 --> 01:03:52.343

regardless of the question
whether it's the answer is very

5ee42ecc-2083-4478-8b0c-dc640fb4a0cf-6

01:03:52.343 --> 01:03:54.259

good whatever was first.

f69ba68d-7b5d-4522-b9fa-9c2a0aac3097-0

01:03:54.400 --> 01:03:59.029

And moved it down so forth. Um,

so that was kind of like the big

f69ba68d-7b5d-4522-b9fa-9c2a0aac3097-1

01:03:59.029 --> 01:04:03.231

suggestion. And then there was a

little bit of uh verbiage

f69ba68d-7b5d-4522-b9fa-9c2a0aac3097-2

01:04:03.231 --> 01:04:07.576

changes throughout that, but

they were very minimal. I would

f69ba68d-7b5d-4522-b9fa-9c2a0aac3097-3

01:04:07.576 --> 01:04:11.707

say there was no more than a

handful of changes that were

f69ba68d-7b5d-4522-b9fa-9c2a0aac3097-4

01:04:11.707 --> 01:04:12.420

suggested.

8d9565a8-ea62-40ba-b762-8939241251a2-0

01:04:15.930 --> 01:04:19.962

And can you just give a quick
brief to Members that may not

8d9565a8-ea62-40ba-b762-8939241251a2-1

01:04:19.962 --> 01:04:24.331

have been at previous committee
meetings on why we're submitting

8d9565a8-ea62-40ba-b762-8939241251a2-2

01:04:24.331 --> 01:04:27.020

the proposed changes for these
surveys?

e044f31a-eff8-4357-abe7-97414366d996-0

01:04:27.780 --> 01:04:28.250

Sure.

49039a20-244b-40b1-ac9d-5fabce03ce96-0

01:04:29.530 --> 01:04:35.413

We originally um the Council and
and and the program came up with

49039a20-244b-40b1-ac9d-5fabce03ce96-1

01:04:35.413 --> 01:04:40.762

satisfaction surveys. I guess
going on about two year and a

49039a20-244b-40b1-ac9d-5fabce03ce96-2

01:04:40.762 --> 01:04:46.021

half to two years ago. We
conducted the surveys for a year

49039a20-244b-40b1-ac9d-5fabce03ce96-3

01:04:46.021 --> 01:04:49.319

primarily try to do them via
e-mail.

cb14b62f-0c2c-4dc8-84a9-c09fbe34d006-0

01:04:50.910 --> 01:04:56.445

Using SurveyMonkey would send
out a 3 emails to clients or

cb14b62f-0c2c-4dc8-84a9-c09fbe34d006-1

01:04:56.445 --> 01:05:01.792

their family members e-mail on
record. I'm trying to get

cb14b62f-0c2c-4dc8-84a9-c09fbe34d006-2

01:05:01.792 --> 01:05:07.797

responses. We were getting very
low, I mean around a 20% return

cb14b62f-0c2c-4dc8-84a9-c09fbe34d006-3

01:05:07.797 --> 01:05:13.520

rate which was a little bit
lower than we had hoped. So then

cb14b62f-0c2c-4dc8-84a9-c09fbe34d006-4

01:05:13.520 --> 01:05:19.430

started following up with them
with an actual phone call as we

cb14b62f-0c2c-4dc8-84a9-c09fbe34d006-5

01:05:19.430 --> 01:05:21.870

were conducting the phone.

7c3f25bb-f98c-4dad-b493-be4817708fab-0

01:05:21.950 --> 01:05:26.714

Interviews with clients and a
lot of times, mostly especially

7c3f25bb-f98c-4dad-b493-be4817708fab-1

01:05:26.714 --> 01:05:30.250

with the TBI population with a
family member.

5a7c09bc-f60a-48da-80de-025fa7eed235-0

01:05:31.670 --> 01:05:36.267

There was a lot of confusion on
the way some of the original

5a7c09bc-f60a-48da-80de-025fa7eed235-1

01:05:36.267 --> 01:05:40.639

questions were worded. Um, there
were a lot of open-ended

5a7c09bc-f60a-48da-80de-025fa7eed235-2

01:05:40.639 --> 01:05:45.162

commented type questions that
people were, you know, didn't

5a7c09bc-f60a-48da-80de-025fa7eed235-3

01:05:45.162 --> 01:05:49.458

really have an answer for,
didn't really want to respond

5a7c09bc-f60a-48da-80de-025fa7eed235-4

01:05:49.458 --> 01:05:54.132

to. So there was a lot of NA
and, you know, things like that.

5a7c09bc-f60a-48da-80de-025fa7eed235-5

01:05:54.132 --> 01:05:58.730

So when we looked at it after
doing this for a year, we kind

5a7c09bc-f60a-48da-80de-025fa7eed235-6

01:05:58.730 --> 01:06:01.669

of compiled notes as we have
went and.

d6be9f32-9db8-4a58-92df-df6ac8c9d869-0

01:06:01.740 --> 01:06:06.131

Around and and and took
suggestions from individuals um

d6be9f32-9db8-4a58-92df-df6ac8c9d869-1

01:06:06.131 --> 01:06:10.758

on and also looked at kind of
the data results that we had

d6be9f32-9db8-4a58-92df-df6ac8c9d869-2

01:06:10.758 --> 01:06:15.778

received and without, you know,
having with having so many, you

d6be9f32-9db8-4a58-92df-df6ac8c9d869-3

01:06:15.778 --> 01:06:20.091

know, comment oriented
questions. We weren't getting a

d6be9f32-9db8-4a58-92df-df6ac8c9d869-4

01:06:20.091 --> 01:06:25.189

lot of quality data as a return.
So what we did is we went back,

d6be9f32-9db8-4a58-92df-df6ac8c9d869-5

01:06:25.189 --> 01:06:28.640

we were revised the questions we
made them.

90f69693-85fc-480a-aaea-4c91b59f7c96-0

01:06:30.310 --> 01:06:35.075

Much easier to understand both
if you're #1 from a standpoint

90f69693-85fc-480a-aaea-4c91b59f7c96-1

01:06:35.075 --> 01:06:39.687

of doing the survey via e-mail.

Um, we've all gotten e-mail

90f69693-85fc-480a-aaea-4c91b59f7c96-2

01:06:39.687 --> 01:06:40.840

surveys on our.

ea613460-f58d-41a6-bc83-95fce3044dba-0

01:06:41.530 --> 01:06:45.878

Either text it to us or e-mail

to us, and nobody wants to do a

ea613460-f58d-41a6-bc83-95fce3044dba-1

01:06:45.878 --> 01:06:50.295

survey that is 5 pages long. Um,

that you have to type a lot of

ea613460-f58d-41a6-bc83-95fce3044dba-2

01:06:50.295 --> 01:06:54.575

stuff in um, and I think that

was contributing to some of the

ea613460-f58d-41a6-bc83-95fce3044dba-3

01:06:54.575 --> 01:06:59.061

low factors of why there was low

response rate. So we redesigned

ea613460-f58d-41a6-bc83-95fce3044dba-4

01:06:59.061 --> 01:07:03.340

the surveys with number one in
mind of trying to get a better

ea613460-f58d-41a6-bc83-95fce3044dba-5

01:07:03.340 --> 01:07:07.620

response rate from people that
are trying to complete them on

ea613460-f58d-41a6-bc83-95fce3044dba-6

01:07:07.620 --> 01:07:09.760

things like a phone or an iPad.

870ad8ce-f0f1-479b-ac79-4ea224480620-0

01:07:11.170 --> 01:07:15.870

And most importantly, um to make
them easier to understand. So

870ad8ce-f0f1-479b-ac79-4ea224480620-1

01:07:15.870 --> 01:07:16.990

when people um.

5875cf76-84d7-47b6-a233-6920af1f213a-0

01:07:18.050 --> 01:07:22.564

Are called. They're able to to
to answer questions and I'll

5875cf76-84d7-47b6-a233-6920af1f213a-1

01:07:22.564 --> 01:07:27.454

give you a perfect example. You
know, some of the questions just

5875cf76-84d7-47b6-a233-6920af1f213a-2

01:07:27.454 --> 01:07:32.044

became outdated with with COVID,
with technology. One of the

5875cf76-84d7-47b6-a233-6920af1f213a-3

01:07:32.044 --> 01:07:36.634

questions was, you know has has
like for example has my case

5875cf76-84d7-47b6-a233-6920af1f213a-4

01:07:36.634 --> 01:07:41.449

manager kept set appointments.
Um most case managers don't have

5875cf76-84d7-47b6-a233-6920af1f213a-5

01:07:41.449 --> 01:07:46.189

set appointments with clients
because things are always moving

5875cf76-84d7-47b6-a233-6920af1f213a-6

01:07:46.189 --> 01:07:47.920

in the hospital things.

e6e69625-cc0f-4cab-be67-0c54ed73d750-0

01:07:47.990 --> 01:07:52.099

Or fluid. So you know that was a
question where a lot of people

e6e69625-cc0f-4cab-be67-0c54ed73d750-1

01:07:52.099 --> 01:07:56.080

were had no answer for it was a
yes or no question, but there

e6e69625-cc0f-4cab-be67-0c54ed73d750-2

01:07:56.080 --> 01:07:59.997

was no answer because there
weren't really set appointments.

e6e69625-cc0f-4cab-be67-0c54ed73d750-3

01:07:59.997 --> 01:08:03.786

There were they would, they
would meet, they would talk by

e6e69625-cc0f-4cab-be67-0c54ed73d750-4

01:08:03.786 --> 01:08:07.767

phone regularly, regularly and
and so forth. There was also a

e6e69625-cc0f-4cab-be67-0c54ed73d750-5

01:08:07.767 --> 01:08:11.620

little bit of redundancy on the
initial questions, a lot of

e6e69625-cc0f-4cab-be67-0c54ed73d750-6

01:08:11.620 --> 01:08:15.665

communication type of questions

have the communications going.

e6e69625-cc0f-4cab-be67-0c54ed73d750-7

01:08:15.665 --> 01:08:18.170

So we kind of combined a few of
those.

884cf234-c889-4fd6-85ae-bfd4f67a0ea2-0

01:08:18.240 --> 01:08:22.277

Questions into one to reduce
some of the some of that

884cf234-c889-4fd6-85ae-bfd4f67a0ea2-1

01:08:22.277 --> 01:08:23.100

redundancy.

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-0

01:08:25.340 --> 01:08:29.712

So those were the the changes
actually to the to the actually

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-1

01:08:29.712 --> 01:08:34.156

the fundamental questions. Um as
far as changes to the UM, the

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-2

01:08:34.156 --> 01:08:38.529

periods of times that we did the
survey, there was one change

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-3

01:08:38.529 --> 01:08:42.760

that we made. We do the surveys
at different periods and we

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-4

01:08:42.760 --> 01:08:46.710

have, you know basically 3
surveys that we conduct. I'm

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-5

01:08:46.710 --> 01:08:50.871

sorry for surveys that we
conduct at different periods. We

6898e31d-d2a0-4ccf-af36-bf66d26c2e54-6

01:08:50.871 --> 01:08:54.610

do a survey when there are
currently active clients.

d52ccc6d-0f92-4e12-be0d-495aec08531-0

01:08:55.430 --> 01:09:00.173

And the purpose of that is to

see how it's going. Are they

d52ccc6d-0f92-4e12-be0d-495aec08531-1

01:09:00.173 --> 01:09:04.997

meeting with their case manager?

Can they get ahold of them

d52ccc6d-0f92-4e12-be0d-495aec08531-2

01:09:04.997 --> 01:09:10.143

regularly? Are they Ware of the

of the UM, the Resource Center,

d52ccc6d-0f92-4e12-be0d-495aec08531-3

01:09:10.143 --> 01:09:15.449

things like that. That survey we

were originally doing in the 1st

d52ccc6d-0f92-4e12-be0d-495aec08531-4

01:09:15.449 --> 01:09:20.273

30 days, we were trying to do

them in the 1st 30 to 60 days

d52ccc6d-0f92-4e12-be0d-495aec08531-5

01:09:20.273 --> 01:09:25.258

that they were active clients.

The issue we ran into was it's

d52ccc6d-0f92-4e12-be0d-495aec08531-6

01:09:25.258 --> 01:09:25.660

only.

5360e8c3-15d1-462b-a17c-a32a74fe488c-0

01:09:25.840 --> 01:09:30.496

The requirement that a case
manager be in touch with an

5360e8c3-15d1-462b-a17c-a32a74fe488c-1

01:09:30.496 --> 01:09:35.568

individual um in the 1st 45
days, so that period of 30 to 60

5360e8c3-15d1-462b-a17c-a32a74fe488c-2

01:09:35.568 --> 01:09:40.640

days wasn't really giving us a
good indication. There wasn't

5360e8c3-15d1-462b-a17c-a32a74fe488c-3

01:09:40.640 --> 01:09:45.878

necessarily enough communication
that things going on yet with

5360e8c3-15d1-462b-a17c-a32a74fe488c-4

01:09:45.878 --> 01:09:51.034

their case to make it a really
valid and useful survey. So we

5360e8c3-15d1-462b-a17c-a32a74fe488c-5

01:09:51.034 --> 01:09:55.939

moved the time frame of that
back to the 6090 day mark so.

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-0

01:09:56.090 --> 01:10:00.456

This way you know at this point
they've been in service a little

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-1

01:10:00.456 --> 01:10:04.488

bit longer. They should have a
better um indication of what

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-2

01:10:04.488 --> 01:10:08.586

they're receiving from BSc IP
and and their case is a little

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-3

01:10:08.586 --> 01:10:12.886

bit further along. So that made
a little more sense. The 30 day

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-4

01:10:12.886 --> 01:10:17.118

closure, we kept the same time.
So once somebody's been closed

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-5

01:10:17.118 --> 01:10:21.284

for 30 days, we contact them,
find out how they're doing. Are

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-6

01:10:21.284 --> 01:10:25.247

they, you know, are they, have
they been readmitted to the

e277b26c-6b2f-4ac4-bf91-962d138c5c6a-7

01:10:25.247 --> 01:10:26.390

hospital for any?

277296d3-7a21-4005-88d9-cee17bb83815-0

01:10:26.490 --> 01:10:30.335

You know reason related to their
injury. Um, you know those kind

277296d3-7a21-4005-88d9-cee17bb83815-1

01:10:30.335 --> 01:10:33.885

of things to find out, you know,
pretty much how things are

277296d3-7a21-4005-88d9-cee17bb83815-2

01:10:33.885 --> 01:10:34.239

going.

f261070c-1e35-4198-ae30-2aaf3cd1d74d-0

01:10:35.100 --> 01:10:35.550

Um.

11f1cd99-35c3-4c44-af5a-9e7bf6d90668-0

01:10:36.510 --> 01:10:41.014

The other time frame of a survey
we were doing one one year post

11f1cd99-35c3-4c44-af5a-9e7bf6d90668-1

01:10:41.014 --> 01:10:45.173

closure um and the issue with
that and and Kimberly, if I'm

11f1cd99-35c3-4c44-af5a-9e7bf6d90668-2

01:10:45.173 --> 01:10:49.054

wrong you know, please chime in
on on exactly. But once

11f1cd99-35c3-4c44-af5a-9e7bf6d90668-3

01:10:49.054 --> 01:10:51.479

somebody's been closed for a
year.

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-0

01:10:52.810 --> 01:10:57.372

To to to reopen their case,
they'd have to reapply for the

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-1

01:10:57.372 --> 01:11:02.244

program. I believe. So instead
of doing it one year, Mark when

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-2

01:11:02.244 --> 01:11:07.271

things are already kind of, you
know, set and it's going to be a

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-3

01:11:07.271 --> 01:11:12.220

much longer kind of issue. We're
going to do that survey at the

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-4

01:11:12.220 --> 01:11:16.706

six month mark instead. This
way, if there is a need that

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-5

01:11:16.706 --> 01:11:21.655

they've discovered or you know
something has changed, it allows

288eaf8a-54cd-45bf-a461-77b5eb66f7ca-6

01:11:21.655 --> 01:11:22.970

the case manager.

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-0

01:11:23.060 --> 01:11:27.122

To and in an emergency
situation, reopen the case and

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-1

01:11:27.122 --> 01:11:32.086

you'll be able to help them. Um,
without having to redo the whole

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-2

01:11:32.086 --> 01:11:36.600

application process and that
kind of thing. So that was the

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-3

01:11:36.600 --> 01:11:41.113

change. And then we do the 11,
the last survey we do is for

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-4

01:11:41.113 --> 01:11:45.852

ineligible clients and that one
I don't really think we really

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-5

01:11:45.852 --> 01:11:50.064

had to make much change to. We
actually got a very high

c4c4819b-9f7b-47b7-9c28-0e937c6062e9-6

01:11:50.064 --> 01:11:53.450

response rate from that one even
via e-mail.

28f06bb2-430c-4482-a731-63a34993f525-0

01:11:53.530 --> 01:11:57.762

Um, so it's kind of unique that
the the people that were not

28f06bb2-430c-4482-a731-63a34993f525-1

01:11:57.762 --> 01:12:01.508

eligible for the program were
the ones that were, um,

28f06bb2-430c-4482-a731-63a34993f525-2

01:12:01.508 --> 01:12:05.879

sometimes were the most willing
to to answer questions. So and

28f06bb2-430c-4482-a731-63a34993f525-3

01:12:05.879 --> 01:12:10.111

with that, we're just trying to
get an understanding to make

28f06bb2-430c-4482-a731-63a34993f525-4

01:12:10.111 --> 01:12:14.205

sure they understand why they
were not eligible. Again, we

28f06bb2-430c-4482-a731-63a34993f525-5

01:12:14.205 --> 01:12:18.437

added one question. We added
every survey is where they made

28f06bb2-430c-4482-a731-63a34993f525-6

01:12:18.437 --> 01:12:22.946

aware of the Resource Center so
that we can help them regardless

28f06bb2-430c-4482-a731-63a34993f525-7

01:12:22.946 --> 01:12:23.710

of whether.

7ba0f570-98b5-4598-9b36-17b0f21114a8-0

01:12:23.800 --> 01:12:28.593

Um, you know they're eligible or
not? Um, we can still provide

7ba0f570-98b5-4598-9b36-17b0f21114a8-1

01:12:28.593 --> 01:12:33.310

them some services. So that's
kind of the general changes and

7ba0f570-98b5-4598-9b36-17b0f21114a8-2

01:12:33.310 --> 01:12:36.430

suggestions that we had for the
surveys.

d5311f76-5df7-4e46-a67b-24feccb2027d-0

01:12:37.200 --> 01:12:40.790

Are there any questions or
anything specific I can answer?

8cb7d8be-a2a6-472d-b29d-37d90b100e2a-0

01:12:41.630 --> 01:12:44.910

So the you all should have
received the new.

199a99fe-378d-45fb-b05f-a6fb75137ed7-0

01:12:45.770 --> 01:12:48.490

Recommendations for surveys as
an attachment.

24b1bbec-18ef-4764-ad9a-ce415a9325db-0

01:12:51.880 --> 01:12:56.346

As well, and this is where we're
going to open it for questions,

24b1bbec-18ef-4764-ad9a-ce415a9325db-1

01:12:56.346 --> 01:13:00.470

recommendations if there are
none, then we would like to go

24b1bbec-18ef-4764-ad9a-ce415a9325db-2

01:13:00.470 --> 01:13:04.524

ahead and vote to approve these
new surveys so that we can

24b1bbec-18ef-4764-ad9a-ce415a9325db-3

01:13:04.524 --> 01:13:06.379

implement them immediately.

b544e3aa-7001-436b-acc8-03f8a813b027-0

01:13:10.230 --> 01:13:13.500

Are there any questions

attached? The attachment that we

b544e3aa-7001-436b-acc8-03f8a813b027-1

01:13:13.500 --> 01:13:16.370

we got this is the new these are

the new surveys.

50087093-5051-4842-8b5d-e116f4524601-0

01:13:17.540 --> 01:13:21.498

Yes, yes. And with the

corrections that that the OR the

50087093-5051-4842-8b5d-e116f4524601-1

01:13:21.498 --> 01:13:25.951

suggested corrections that the

last committee meeting made. So

50087093-5051-4842-8b5d-e116f4524601-2

01:13:25.951 --> 01:13:29.979

this is the the most current

final version that we have.

28236ceb-1224-4c32-b05d-644538094d26-0

01:13:33.840 --> 01:13:36.498

OK. Because I was wondering that
when you were talking, if those

28236ceb-1224-4c32-b05d-644538094d26-1

01:13:36.498 --> 01:13:38.380

were the new questions that were
on there or?

59f4429d-fe98-4f81-823e-de4129d99c1d-0

01:13:39.710 --> 01:13:43.773

You know, the last committee
meeting. I think we did do a a

59f4429d-fe98-4f81-823e-de4129d99c1d-1

01:13:43.773 --> 01:13:47.971

side by side comparison of the
way the questions were and and

59f4429d-fe98-4f81-823e-de4129d99c1d-2

01:13:47.971 --> 01:13:48.920

before and on.

ec69ecad-e6e7-485f-8c99-b5a549724ace-0

01:13:49.940 --> 01:13:53.848

Yeah, there were much longer.

The surveys, I mean it's the

ec69ecad-e6e7-485f-8c99-b5a549724ace-1

01:13:53.848 --> 01:13:57.823

same. We're getting the same
data that we want. And I think

ec69ecad-e6e7-485f-8c99-b5a549724ace-2

01:13:57.823 --> 01:14:01.666

that the that the the Council
was looking for, we're just

ec69ecad-e6e7-485f-8c99-b5a549724ace-3

01:14:01.666 --> 01:14:05.641

streamlining it and making it
much more user-friendly. It's

ec69ecad-e6e7-485f-8c99-b5a549724ace-4

01:14:05.641 --> 01:14:07.960

basically what we look to
achieve.

351b516c-0f2b-48b4-977f-2d97fa88dbad-0

01:14:10.710 --> 01:14:14.510

I'm having trouble finding this
attachment because there's

351b516c-0f2b-48b4-977f-2d97fa88dbad-1

01:14:14.510 --> 01:14:16.250

several emails we got with.

cdd6a355-5870-4f72-acbe-39c8279d8f96-0

01:14:17.100 --> 01:14:20.922

Many attachments, what's the
name of the the the the this

cdd6a355-5870-4f72-acbe-39c8279d8f96-1

01:14:20.922 --> 01:14:22.570

attachment or the e-mail?

168aee33-45ea-4540-9d78-d0542754b945-0

01:14:25.280 --> 01:14:29.021

Excuse me, the e-mail should
have come from this easy

168aee33-45ea-4540-9d78-d0542754b945-1

01:14:29.021 --> 01:14:30.130

feedback for um.

30de6238-d12a-439e-92b0-f2a4bf57facd-0

01:14:31.190 --> 01:14:34.580

Brain and spinal cord Injury
Program Advisory Council.

ccb4141-30de-4825-92e8-a9b39278060e-0

01:14:35.650 --> 01:14:37.470

And the document.

697ba452-e902-4328-af8b-2600032395fd-0

01:14:38.790 --> 01:14:40.940

It should have come out survey
changes.

c009d289-bb86-48ea-a6b6-c5ffd1b26463-0

01:14:42.520 --> 01:14:45.757

In there, I thought that's what
it was. OK, wonderful. Thank

c009d289-bb86-48ea-a6b6-c5ffd1b26463-1

01:14:45.757 --> 01:14:45.970

you.

9a514f0d-8e77-40eb-9090-dc65741ee59f-0

01:14:49.380 --> 01:14:53.088

I don't. I certainly don't want
to cause any more delays in in

9a514f0d-8e77-40eb-9090-dc65741ee59f-1

01:14:53.088 --> 01:14:56.738

this getting improved. I just
for consistency, I noticed like

9a514f0d-8e77-40eb-9090-dc65741ee59f-2

01:14:56.738 --> 01:15:00.447

sometimes you use slash instead
of spelling out or and I don't

9a514f0d-8e77-40eb-9090-dc65741ee59f-3

01:15:00.447 --> 01:15:04.097

know if everybody who would read
this understands that you're

9a514f0d-8e77-40eb-9090-dc65741ee59f-4

01:15:04.097 --> 01:15:04.510

saying.

a1b8f777-d14b-48c9-ae42-d6c514867abb-0

01:15:05.730 --> 01:15:09.587

And or when you use the slash,
you know it could be. They could

a1b8f777-d14b-48c9-ae42-d6c514867abb-1

01:15:09.587 --> 01:15:13.506

say, well, my family member was
wasn't involved. If you see what

a1b8f777-d14b-48c9-ae42-d6c514867abb-2

01:15:13.506 --> 01:15:17.484

I mean and it might be complete,
whereas like in #3 you said have

a1b8f777-d14b-48c9-ae42-d6c514867abb-3

01:15:17.484 --> 01:15:18.630

you or your family.

b268b630-0d71-444d-a95e-c56ebf61d44f-0

01:15:20.350 --> 01:15:23.270

But then a #4 it doesn't say.

2d87de88-e514-4ea7-bed5-37a26722469e-0

01:15:25.190 --> 01:15:27.970

Would you or your family? You
know, it's just that part, it's.

8a3a12e4-e4bf-4dfd-bd24-64714233d06d-0

01:15:28.910 --> 01:15:31.803

Very minor, but I just didn't
want there to be confusion that

8a3a12e4-e4bf-4dfd-bd24-64714233d06d-1

01:15:31.803 --> 01:15:33.530

everybody might not know that
slash.

5d6362df-918d-4488-8b48-44a1c5023bff-0

01:15:35.350 --> 01:15:36.920

I agree with you, that's valid.

abf85086-f959-4e89-bd0b-bf23f65d8c5d-0

01:15:38.120 --> 01:15:42.537

The the challenge is that some
of the surveys are going out to

abf85086-f959-4e89-bd0b-bf23f65d8c5d-1

01:15:42.537 --> 01:15:46.323

the individual and some are

going out to their family

abf85086-f959-4e89-bd0b-bf23f65d8c5d-2

01:15:46.323 --> 01:15:50.390

members because sometimes the
the individual doesn't have

abf85086-f959-4e89-bd0b-bf23f65d8c5d-3

01:15:50.390 --> 01:15:55.018

e-mail or or not or doesn't have
the capability to do it. So that

abf85086-f959-4e89-bd0b-bf23f65d8c5d-4

01:15:55.018 --> 01:15:56.140

was kind of the.

c9c8f66b-c16d-43ee-a4c0-66277aa41c43-0

01:15:57.120 --> 01:16:01.014

Um, you know we wanna make you
know some of the questions we do

c9c8f66b-c16d-43ee-a4c0-66277aa41c43-1

01:16:01.014 --> 01:16:04.300

want to know if their family
member was involved. Um.

1908b840-7a9e-4dcd-996c-718864560e59-0

01:16:05.390 --> 01:16:08.110

Versus um, whether or not.

1a8ae926-6837-4e02-8e86-f4bf21bd3587-0

01:16:09.150 --> 01:16:10.530

It's the client is.

dcb06621-43b2-42d1-ad59-1d11b295e112-0

01:16:11.320 --> 01:16:14.552

You know response. So that's

kind of no, I think that's fine.

dcb06621-43b2-42d1-ad59-1d11b295e112-1

01:16:14.552 --> 01:16:17.785

It's just whether you spell out

the word instead of or and or

dcb06621-43b2-42d1-ad59-1d11b295e112-2

01:16:17.785 --> 01:16:20.809

instead of just putting the

slash. I just don't know that

dcb06621-43b2-42d1-ad59-1d11b295e112-3

01:16:20.809 --> 01:16:21.070

they.

40d79a21-44af-4932-8b40-9f9fd2ea6a6f-0

01:16:22.160 --> 01:16:25.339

My understand what slash means

right? And I think you I think

40d79a21-44af-4932-8b40-9f9fd2ea6a6f-1

01:16:25.339 --> 01:16:28.518

if you want to use slash then
you should add something at the

40d79a21-44af-4932-8b40-9f9fd2ea6a6f-2

01:16:28.518 --> 01:16:31.543

very beginning of the survey
that just specifically states

40d79a21-44af-4932-8b40-9f9fd2ea6a6f-3

01:16:31.543 --> 01:16:32.620

who's filling it out.

c0a3a459-42ba-45fd-b9c4-cefa662be5ac-0

01:16:33.270 --> 01:16:37.098

You know, it is this the uh, is
this the person themselves or is

c0a3a459-42ba-45fd-b9c4-cefa662be5ac-1

01:16:37.098 --> 01:16:40.691

this a family member? I mean, if
they click one of those two

c0a3a459-42ba-45fd-b9c4-cefa662be5ac-2

01:16:40.691 --> 01:16:44.167

boxes, kind of like on who's
filling it out or even at the

c0a3a459-42ba-45fd-b9c4-cefa662be5ac-3

01:16:44.167 --> 01:16:46.700

end it be the last one who felt,
you know.

9b4e438e-7016-44d8-b11b-ba0fe160c30e-0

01:16:48.310 --> 01:16:52.367

Because it could be that the
part that the individual is just

9b4e438e-7016-44d8-b11b-ba0fe160c30e-1

01:16:52.367 --> 01:16:56.621

using assistance to fill it out
versus you know one or the other

9b4e438e-7016-44d8-b11b-ba0fe160c30e-2

01:16:56.621 --> 01:17:00.417

to maybe you could have even
just those three options you

9b4e438e-7016-44d8-b11b-ba0fe160c30e-3

01:17:00.417 --> 01:17:04.670

know you know it was filled out
by the individual, it was filled

9b4e438e-7016-44d8-b11b-ba0fe160c30e-4

01:17:04.670 --> 01:17:08.859

out by a family member or it was
filled out by someone else for

9b4e438e-7016-44d8-b11b-ba0fe160c30e-5

01:17:08.859 --> 01:17:09.710

the you know.

cdf67858-c4c0-474c-a9e7-8ef97ac0a7b1-0

01:17:10.390 --> 01:17:12.799

For the individual or or

somebody else assisted the

cdf67858-c4c0-474c-a9e7-8ef97ac0a7b1-1

01:17:12.799 --> 01:17:14.560

individual in filling out the

survey.

8fcb758a-832d-4b64-807c-3ea6330e4ed5-0

01:17:16.190 --> 01:17:19.523

What when people are filling

this out electronically, is it

8fcb758a-832d-4b64-807c-3ea6330e4ed5-1

01:17:19.523 --> 01:17:22.690

SurveyMonkey that's hosting it

or how are we hosting it?

d54b0dbb-a26b-4a15-8a1a-89d4d552f484-0

01:17:24.070 --> 01:17:27.331

Sir, through SurveyMonkey,

they're hosting. Yeah, they

d54b0dbb-a26b-4a15-8a1a-89d4d552f484-1

01:17:27.331 --> 01:17:30.947

they're probably should be the
option to make that the first

d54b0dbb-a26b-4a15-8a1a-89d4d552f484-2

01:17:30.947 --> 01:17:34.801

question. And then depending on
how they answer, just route them

d54b0dbb-a26b-4a15-8a1a-89d4d552f484-3

01:17:34.801 --> 01:17:38.537

to the appropriate language for
the survey. So if they say I'm

d54b0dbb-a26b-4a15-8a1a-89d4d552f484-4

01:17:38.537 --> 01:17:39.960

the family member, then.

3ea4f094-885e-48d6-9fb5-9320a65e7c19-0

01:17:40.950 --> 01:17:43.340

You can make all of the
questions relevant, or it's

3ea4f094-885e-48d6-9fb5-9320a65e7c19-1

01:17:43.340 --> 01:17:45.868

asking about their injured
family member and not about

3ea4f094-885e-48d6-9fb5-9320a65e7c19-2

01:17:45.868 --> 01:17:46.880

their personal health.

eae158b7-27aa-4ba2-9ea6-9997c17c982d-0

01:17:47.770 --> 01:17:49.980

Just an idea, I know that

complicates things but.

0cd2c284-a14a-43e4-85c2-ebdc9f629bca-0

01:17:54.210 --> 01:17:54.620

Well.

a1b34e60-226d-4483-8894-ea515745b2cf-0

01:17:55.860 --> 01:17:59.036

That's OK we can allows that to

to to do it that way. If

a1b34e60-226d-4483-8894-ea515745b2cf-1

01:17:59.036 --> 01:18:02.548

SurveyMonkey allows that, that

would actually be the best case

a1b34e60-226d-4483-8894-ea515745b2cf-2

01:18:02.548 --> 01:18:03.049

scenario.

6c5ab5c2-cb33-4c1b-abc7-701e7a0ed0ce-0

01:18:04.570 --> 01:18:09.796

Yeah, I mean, I'm not sure like
we use a shared account with the

6c5ab5c2-cb33-4c1b-abc7-701e7a0ed0ce-1

01:18:09.796 --> 01:18:14.460

state. So um, I know there's a
lot of like extra options.

81971fa7-0bb7-4db2-aae3-13c781224e78-0

01:18:15.740 --> 01:18:20.600

On the paper and in the in the
program. So um.

978ab4cc-5508-4c3f-9765-461f43d36178-0

01:18:22.320 --> 01:18:26.171

I mean, it certainly is easy to
add, you know, uh, whether who

978ab4cc-5508-4c3f-9765-461f43d36178-1

01:18:26.171 --> 01:18:29.717

filled out the survey, um,
client family member or or you

978ab4cc-5508-4c3f-9765-461f43d36178-2

01:18:29.717 --> 01:18:30.390

know other.

1bfbe55e-5ef3-4e3b-bd4e-0c00c62094d8-0

01:18:32.900 --> 01:18:36.950

I mean, we can and I and we can
change the the slash to or um,

1bfbe55e-5ef3-4e3b-bd4e-0c00c62094d8-1

01:18:36.950 --> 01:18:40.808

that's I mean those are minor
kind of things like we can do

1bfbe55e-5ef3-4e3b-bd4e-0c00c62094d8-2

01:18:40.808 --> 01:18:41.580

very easily.

c745a659-dec8-4e35-8534-c7607252df58-0

01:18:42.560 --> 01:18:45.661

OK. Yeah. Or for one and two,
just make it a question like you

c745a659-dec8-4e35-8534-c7607252df58-1

01:18:45.661 --> 01:18:48.714

did the other where you or your
family member involved in the

c745a659-dec8-4e35-8534-c7607252df58-2

01:18:48.714 --> 01:18:50.929

decision to close your case like
you did #3.

56946863-1a6a-4b8e-b1b9-a0aca5346397-0

01:18:52.170 --> 01:18:54.970

Because it's, it seems like the
others are questions, but these

56946863-1a6a-4b8e-b1b9-a0aca5346397-1

01:18:54.970 --> 01:18:56.370

are more true false, so I don't.

cde26d0e-d6a9-4271-90b8-7fe03d415ea7-0

01:18:57.620 --> 01:19:00.576

Just with I do think though like
question #4, how would you rate

cde26d0e-d6a9-4271-90b8-7fe03d415ea7-1

01:19:00.576 --> 01:19:03.578

your health at this time if it's
a family member filling this out

cde26d0e-d6a9-4271-90b8-7fe03d415ea7-2

01:19:03.578 --> 01:19:06.444

that could be misconstrued as,
how would you rate your health,

cde26d0e-d6a9-4271-90b8-7fe03d415ea7-3

01:19:06.444 --> 01:19:07.900

not the injured person's health?

9d4cac1d-cd8d-4b87-b857-255330a4954e-0

01:19:08.830 --> 01:19:09.150

Right.

d5b8f888-4e3f-422b-91fe-f01d1d4e000e-0

01:19:11.200 --> 01:19:12.550

I mean that's true.

96565495-2110-4c95-843e-5feb53945b79-0

01:19:13.990 --> 01:19:16.977

Ideally, we're trying to get the
client to to complete the

96565495-2110-4c95-843e-5feb53945b79-1

01:19:16.977 --> 01:19:17.940

survey. That's the.

55e2980c-fded-4416-8411-fabe36c5e624-0

01:19:21.270 --> 01:19:24.729

I mean, I agree. Um, when we're
doing it over the phone,

55e2980c-fded-4416-8411-fabe36c5e624-1

01:19:24.729 --> 01:19:28.673

obviously we have to alter kind
of the questions a little bit so

55e2980c-fded-4416-8411-fabe36c5e624-2

01:19:28.673 --> 01:19:30.130

that they understand um.

e3a9922d-b985-47ae-aa17-1592966c6902-0

01:19:31.880 --> 01:19:34.508

I person my personal opinion is
that we should have like

e3a9922d-b985-47ae-aa17-1592966c6902-1

01:19:34.508 --> 01:19:37.459

approved this version so that we
can get it out because we need

e3a9922d-b985-47ae-aa17-1592966c6902-2

01:19:37.459 --> 01:19:40.180

an improvement. But like maybe
we can revisit at the next.

f503fe1f-cc0d-4370-9c18-444352225293-0

01:19:41.310 --> 01:19:45.332

Committee meeting, whether we
can like I deal with the select,

f503fe1f-cc0d-4370-9c18-444352225293-1

01:19:45.332 --> 01:19:49.419

whether it's the injured person
or the family member filling it

f503fe1f-cc0d-4370-9c18-444352225293-2

01:19:49.419 --> 01:19:53.442

out at the beginning and then
give them two different versions

f503fe1f-cc0d-4370-9c18-444352225293-3

01:19:53.442 --> 01:19:57.081

of the survey, depending on
who's selling it out, we can

f503fe1f-cc0d-4370-9c18-444352225293-4

01:19:57.081 --> 01:20:01.295

revisit that next meeting. But I
my personal, we can always sorry

f503fe1f-cc0d-4370-9c18-444352225293-5

01:20:01.295 --> 01:20:04.935

for interrupting we we can go
ahead and make a motion to

f503fe1f-cc0d-4370-9c18-444352225293-6

01:20:04.935 --> 01:20:08.702

approve it with the edits that
we're talking about so that

f503fe1f-cc0d-4370-9c18-444352225293-7

01:20:08.702 --> 01:20:11.640

we're not delaying it with the
addition that.

3e68f597-def3-42f6-94dd-a5540b5294bb-0

01:20:11.740 --> 01:20:14.972

If they're able to, Umm, you

know, separate it in

3e68f597-def3-42f6-94dd-a5540b5294bb-1

01:20:14.972 --> 01:20:18.915

SurveyMonkey to meet what we're
talking about, that they'll,

3e68f597-def3-42f6-94dd-a5540b5294bb-2

01:20:18.915 --> 01:20:20.920

they'll move ahead and do that.

2fd5faf4-3844-4c6c-a215-ce5a7a4e7bc0-0

01:20:21.730 --> 01:20:22.470

That sounds perfect.

d89147b7-7e73-4e59-8e42-66b6cf7320e6-0

01:20:23.380 --> 01:20:24.710

So that will be my motion.

a0d528cb-b169-4047-93c0-ee2235d94ac6-0

01:20:26.180 --> 01:20:26.570

2nd.

a66944d3-7b66-4ac7-a087-1c1095603714-0

01:20:27.910 --> 01:20:31.607

I mean, thank you. I mean,
that's just gonna give you uh,

a66944d3-7b66-4ac7-a087-1c1095603714-1

01:20:31.607 --> 01:20:35.496

give you dirty data though when
you have half your have your

a66944d3-7b66-4ac7-a087-1c1095603714-2

01:20:35.496 --> 01:20:36.580

responses one or.

62854017-ab5a-4e95-ba76-a3042237efe1-0

01:20:37.390 --> 01:20:40.274

And then the other is a
different survey. It's hard to

62854017-ab5a-4e95-ba76-a3042237efe1-1

01:20:40.274 --> 01:20:42.740

tabulate them and then and make
sense of them.

1537038c-427e-4055-89f5-ee9bca8a2bfd-0

01:20:43.560 --> 01:20:44.370

What do you mean?

f8d550ff-33ec-4980-b3d6-c3bf2aaf418d-0

01:20:45.060 --> 01:20:48.178

Like if you have if you have
different survey formats then it

f8d550ff-33ec-4980-b3d6-c3bf2aaf418d-1

01:20:48.178 --> 01:20:48.430

just.

24dc4a9a-5305-42a3-a206-9ed696f3e11c-0

01:20:49.790 --> 01:20:53.987

When you try to try to analyze
it statistically or or or, think

24dc4a9a-5305-42a3-a206-9ed696f3e11c-1

01:20:53.987 --> 01:20:57.791

about it, um, then it's just
makes it harder to deal with

24dc4a9a-5305-42a3-a206-9ed696f3e11c-2

01:20:57.791 --> 01:20:59.890

when you have different surveys.

12a21066-b5ae-4e4a-ae9f-930c487d8d71-0

01:21:00.700 --> 01:21:01.280

Across.

a63baade-971f-4f26-82fe-ca15e1d1e7b1-0

01:21:02.850 --> 01:21:06.337

It it'll be the same survey.

It's just catering it to. Who's

a63baade-971f-4f26-82fe-ca15e1d1e7b1-1

01:21:06.337 --> 01:21:09.997

who's actually doing the survey?

Is it the individual doing the

a63baade-971f-4f26-82fe-ca15e1d1e7b1-2

01:21:09.997 --> 01:21:13.599

survey? Is it the family member
completing the survey or is it

a63baade-971f-4f26-82fe-ca15e1d1e7b1-3

01:21:13.599 --> 01:21:17.144

someone doing it? You know, you
know, with the basically with

a63baade-971f-4f26-82fe-ca15e1d1e7b1-4

01:21:17.144 --> 01:21:20.689

the individual there because
because if I'm not able to click

a63baade-971f-4f26-82fe-ca15e1d1e7b1-5

01:21:20.689 --> 01:21:23.891

the buttons and you know, I've
got a a family member or

a63baade-971f-4f26-82fe-ca15e1d1e7b1-6

01:21:23.891 --> 01:21:26.807

caretaker, whoever who's
actually just pushing the

a63baade-971f-4f26-82fe-ca15e1d1e7b1-7

01:21:26.807 --> 01:21:30.294

buttons for me, that person

would click that third one, that

a63baade-971f-4f26-82fe-ca15e1d1e7b1-8

01:21:30.294 --> 01:21:33.725

saying it, I'm doing it on

behalf and it would end up being

a63baade-971f-4f26-82fe-ca15e1d1e7b1-9

01:21:33.725 --> 01:21:34.240

the same.

371b0488-d605-4c08-8b15-904900ddfe9d-0

01:21:34.340 --> 01:21:37.632

Questions as if if it were me

doing it myself because they're

371b0488-d605-4c08-8b15-904900ddfe9d-1

01:21:37.632 --> 01:21:39.650

literally just being my hands

for me.

1800ccea-efad-4da4-8674-88f137ebcc4a-0

01:21:40.480 --> 01:21:43.868

Yeah, so so it's not a big, I

mean it depends what they're

1800ccea-efad-4da4-8674-88f137ebcc4a-1

01:21:43.868 --> 01:21:47.429

planning on doing it like if if

you're not really planning on

1800ccea-efad-4da4-8674-88f137ebcc4a-2

01:21:47.429 --> 01:21:50.703

doing like a statistical

analysis or anything, then it's

1800ccea-efad-4da4-8674-88f137ebcc4a-3

01:21:50.703 --> 01:21:51.910

not as big of a deal.

2106fc36-d134-4e73-938b-55839a51b218-0

01:21:53.530 --> 01:21:56.902

But it kind of depends on what

the end use of the survey is, so

2106fc36-d134-4e73-938b-55839a51b218-1

01:21:56.902 --> 01:21:58.430

I would leave that up to the.

5a1f8df4-6447-4694-b504-3c0c20ba636f-0

01:21:59.380 --> 01:22:02.770

To the actual team, that's

that's plan on making use of

5a1f8df4-6447-4694-b504-3c0c20ba636f-1

01:22:02.770 --> 01:22:06.464

this. I think you could just

simply keep one survey and just

5a1f8df4-6447-4694-b504-3c0c20ba636f-2

01:22:06.464 --> 01:22:09.976

add maybe one question that
starts with who is completing

5a1f8df4-6447-4694-b504-3c0c20ba636f-3

01:22:09.976 --> 01:22:13.548

this survey and the choice is
the client or the patient or

5a1f8df4-6447-4694-b504-3c0c20ba636f-4

01:22:13.548 --> 01:22:14.759

however you word it.

7d209e1c-fe94-4c68-9969-10c72d393369-0

01:22:15.490 --> 01:22:19.456

Caregiver or family member and
that could be its own data point

7d209e1c-fe94-4c68-9969-10c72d393369-1

01:22:19.456 --> 01:22:23.360

and then just change like though
the few questions like one or

7d209e1c-fe94-4c68-9969-10c72d393369-2

01:22:23.360 --> 01:22:27.078

two were you or your family
involved. So it's the same data

7d209e1c-fe94-4c68-9969-10c72d393369-3

01:22:27.078 --> 01:22:29.000

points, but it's one survey.

7fce36a1-d6ea-427d-a2c7-d9921e940330-0

01:22:30.450 --> 01:22:34.392

Would be my suggestion and and I

would be fine with what Natalie

7fce36a1-d6ea-427d-a2c7-d9921e940330-1

01:22:34.392 --> 01:22:37.606

said. If we just say the

contents good. If you could

7fce36a1-d6ea-427d-a2c7-d9921e940330-2

01:22:37.606 --> 01:22:37.909

just.

41adc106-d639-4e4d-bab0-afa680c27c60-0

01:22:38.740 --> 01:22:41.840

Um phrase it so that the

questions more clear that

41adc106-d639-4e4d-bab0-afa680c27c60-1

01:22:41.840 --> 01:22:45.791

they're they're all questions or

yeah, I mean, why can't we just

41adc106-d639-4e4d-bab0-afa680c27c60-2

01:22:45.791 --> 01:22:49.317

decide today to to make that
happen and then not have any

41adc106-d639-4e4d-bab0-afa680c27c60-3

01:22:49.317 --> 01:22:53.025

delay? Right. Can we just do
that and then just add add that

41adc106-d639-4e4d-bab0-afa680c27c60-4

01:22:53.025 --> 01:22:55.700

question and then I'm for it and
go for it.

129d77de-0b6b-41d0-b330-ff954bfb58a7-0

01:22:57.140 --> 01:23:00.142

Yeah, pretty much what we were
motioning. Yeah, that. Yeah,

129d77de-0b6b-41d0-b330-ff954bfb58a7-1

01:23:00.142 --> 01:23:03.145

that's that's exactly what I
believe the motion was saying.

129d77de-0b6b-41d0-b330-ff954bfb58a7-2

01:23:03.145 --> 01:23:06.398

Yes. So. So let's do that out of
the gate and not do this, start

129d77de-0b6b-41d0-b330-ff954bfb58a7-3

01:23:06.398 --> 01:23:08.500

it, and then change it and then
go again.

cca31c33-226e-4050-81c2-cde29762bae9-0

01:23:10.280 --> 01:23:12.010

OK. So just for clarity.

9b0f9454-f037-44cd-8b03-ad38cb959396-0

01:23:13.170 --> 01:23:17.915

We're going to add a line on the
surveys that is asking who, who

9b0f9454-f037-44cd-8b03-ad38cb959396-1

01:23:17.915 --> 01:23:22.004

is filling out the survey? Is
that the client, a family

9b0f9454-f037-44cd-8b03-ad38cb959396-2

01:23:22.004 --> 01:23:26.603

member, caregiver, etcetera or
other? And then we're going for

9b0f9454-f037-44cd-8b03-ad38cb959396-3

01:23:26.603 --> 01:23:30.911

other. OK. And then we're also
going to change some of the

9b0f9454-f037-44cd-8b03-ad38cb959396-4

01:23:30.911 --> 01:23:33.540

language to stay where you or
your.

12d832ef-274e-485a-8110-97a0142c611e-0

01:23:34.390 --> 01:23:38.630

Family member in some of these
questions where we have I dash

12d832ef-274e-485a-8110-97a0142c611e-1

01:23:38.630 --> 01:23:42.734

my yes and like #2 same thing.

Because if you look three is

12d832ef-274e-485a-8110-97a0142c611e-2

01:23:42.734 --> 01:23:44.650

like that four is like that.

51703098-2878-46aa-8d83-7932c528c71c-0

01:23:45.720 --> 01:23:46.380

Umm.

3f76237f-eb38-4222-8129-ee028fa4cff9-0

01:23:47.650 --> 01:23:50.640

They're all kind of questions,
you know, correct.

bd2ce2f8-5717-4ebf-a739-afeb8b02961d-0

01:23:51.390 --> 01:23:55.343

And I would like with Natalie
was saying have one of the the

bd2ce2f8-5717-4ebf-a739-afeb8b02961d-1

01:23:55.343 --> 01:23:59.620

response options be like someone
is helping me helping the client

bd2ce2f8-5717-4ebf-a739-afeb8b02961d-2

01:23:59.620 --> 01:24:03.380

fill out the survey with their
with clients own response.

d1c93063-63c1-4eb1-b28b-1101cc572a97-0

01:24:05.930 --> 01:24:06.300

Uh.

2d945c08-61f6-43e7-85f7-071f4dee3801-0

01:24:07.080 --> 01:24:08.830

I think now they had a better
way forward in that.

e5898209-1297-41f3-8583-a02858fb56db-0

01:24:10.120 --> 01:24:10.530

OK.

2067aab3-16ef-42ac-9cc7-3207825a8bab-0

01:24:14.540 --> 01:24:17.760

Alright, so I'm making notes of
these changes.

d1fd7bdd-3bcd-471e-acef-5d54c6298737-0

01:24:18.880 --> 01:24:23.554

And so with the changes that we
proposed or you proposed, excuse

d1fd7bdd-3bcd-471e-acef-5d54c6298737-1

01:24:23.554 --> 01:24:23.770

me.

e5e9752c-aed8-443a-ab76-69bb7a2b3938-0

01:24:25.890 --> 01:24:28.000

Do I hear a motion to approve
this?

95df9e45-1ae9-4073-872d-ba61acc99218-0

01:24:29.280 --> 01:24:32.520

Depending what pendant on the
changes that were discussed.

b22e17ea-cc0a-47f3-9096-7e7701d29963-0

01:24:33.390 --> 01:24:37.050

And then, um, do I hear a motion
for that motion?

aa0b6e75-2e5f-4b73-81e2-7b43e3e0b4a0-0

01:24:38.680 --> 01:24:39.730

Thank you. Second.

bf6bac93-3f67-48c6-8d46-7cdf9e702ac8-0

01:24:40.540 --> 01:24:41.630

OK, all in favor.

e72bc3cf-23d7-45f9-9ca8-944d5ff5d2e5-0

01:24:43.130 --> 01:24:46.881

Alright, OK, OK. So Justin uh,
we're going to go ahead and make

e72bc3cf-23d7-45f9-9ca8-944d5ff5d2e5-1

01:24:46.881 --> 01:24:50.574

these changes and at the next
committee meeting, we will bring

e72bc3cf-23d7-45f9-9ca8-944d5ff5d2e5-2

01:24:50.574 --> 01:24:54.266

back the surveys again to show
you that we made the changes on

e72bc3cf-23d7-45f9-9ca8-944d5ff5d2e5-3

01:24:54.266 --> 01:24:54.559

them.

c39255b4-50bd-4e31-932b-4a63e03d9627-0

01:24:56.470 --> 01:24:59.670

OK, excellent. Excellent. Thank

you.

dd441612-9e12-45be-9a5e-792695ba4568-0

01:25:01.030 --> 01:25:03.800

We have a speaker at 10:30 so.

9d648c6f-c0c1-4417-b84f-12a6655eb935-0

01:25:05.180 --> 01:25:09.092

I don't have time to open the
floor for new business right

9d648c6f-c0c1-4417-b84f-12a6655eb935-1

01:25:09.092 --> 01:25:13.337

now. I do want to go down to the
future meeting dates that were

9d648c6f-c0c1-4417-b84f-12a6655eb935-2

01:25:13.337 --> 01:25:17.316

suggested for November 18th,
which is a Friday from 2:00 to

9d648c6f-c0c1-4417-b84f-12a6655eb935-3

01:25:17.316 --> 01:25:21.362

3:00 and for December 16th on a
Friday from 2:00 to 3:00. Do

9d648c6f-c0c1-4417-b84f-12a6655eb935-4

01:25:21.362 --> 01:25:23.749

those dates work for the

committee?

33d434f1-a48f-425e-8582-40c45c514b04-0

01:25:26.530 --> 01:25:29.589

If they do, then, then those
will be our next committee dates

33d434f1-a48f-425e-8582-40c45c514b04-1

01:25:29.589 --> 01:25:31.020

and we'll get them published.

4b4a712e-2600-4358-9285-32d7979becee-0

01:25:32.190 --> 01:25:33.920

I'm sorry, could you repeat
those dates?

dbd25d10-851c-4753-8ce2-975dcdfa234a-0

01:25:34.540 --> 01:25:39.652

Yes, ma'am. Friday, November
18th, from 2:00 to 3:00 and

dbd25d10-851c-4753-8ce2-975dcdfa234a-1

01:25:39.652 --> 01:25:43.420

Friday, December 16th. From 2:00
to 3:00.

5bad7059-3d14-4761-a10b-04d8a8d59ff3-0

01:25:51.620 --> 01:25:52.560

Those both work for me.

b59b6dfb-227d-45e1-93e9-cdd11b1a91a8-0

01:25:54.580 --> 01:25:55.640

Yes, I'm sorry I didn't.

29a72c2f-ce69-484b-affd-8ee5f0ca42e1-0

01:25:57.390 --> 01:25:58.900

Those both work for me. I

didn't.

b359d2ac-6f49-485c-b484-65339d79d522-0

01:26:02.450 --> 01:26:03.850

I'm sorry, I didn't hear that.

65d072af-78e4-4dba-b440-a794381bef4c-0

01:26:05.450 --> 01:26:07.300

Those both of those dates work

for me.

1762093f-e7b6-45d1-90a1-4e09e9d4e92e-0

01:26:08.310 --> 01:26:08.610

OK.

f8059db8-8091-4765-a40f-481cce20aef4-0

01:26:11.890 --> 01:26:12.860

Anybody else?

72c30a4c-23bc-4854-919a-89dda60a7257-0

01:26:14.520 --> 01:26:16.070

Alright, OK.

050f6880-63d8-4ccd-82bf-402378fa8180-0

01:26:16.790 --> 01:26:17.640

Then we'll.

8c9508c0-e1fd-4b06-bc98-c304d26560b8-0

01:26:19.290 --> 01:26:20.140

We'll schedule those.

0414bec4-b9f5-404f-870b-28749c0f90ae-0

01:26:21.870 --> 01:26:24.580

For the future, it was nice to
have them on here.

bac2091c-e0bf-4e50-ad62-51bd5c211034-0

01:26:25.220 --> 01:26:25.590

All right.

72c3b636-4d6e-4b07-8093-777cad2b9f11-0

01:26:26.910 --> 01:26:31.522

So we have uh, Nicole Jardine.

She is on the call here and she

72c3b636-4d6e-4b07-8093-777cad2b9f11-1

01:26:31.522 --> 01:26:35.915

is going to be presenting this
morning and she's from Alira

72c3b636-4d6e-4b07-8093-777cad2b9f11-2

01:26:35.915 --> 01:26:40.454

health and I had an opportunity
to meet with her about a week

72c3b636-4d6e-4b07-8093-777cad2b9f11-3

01:26:40.454 --> 01:26:44.993

and 1/2 ago, maybe two weeks
ago, and she was showing me what

72c3b636-4d6e-4b07-8093-777cad2b9f11-4

01:26:44.993 --> 01:26:48.873

they consider to be a
storylines. It's a new digital

72c3b636-4d6e-4b07-8093-777cad2b9f11-5

01:26:48.873 --> 01:26:53.119

intervention app. It's a free
app that can be downloaded.

80e5d370-cb38-4cb8-8df9-a408cb4644b8-0

01:26:53.750 --> 01:26:57.756

And so, uh, Nicole, if you're
available, I'm going to go ahead

80e5d370-cb38-4cb8-8df9-a408cb4644b8-1

01:26:57.756 --> 01:27:01.699

and turn this over to you for
your presentation. Kim can stop

80e5d370-cb38-4cb8-8df9-a408cb4644b8-2

01:27:01.699 --> 01:27:05.070

sharing so that you'll be able
to share your screen.

ee96be11-61f6-4fbe-8798-17a50b7702fd-0

01:27:08.880 --> 01:27:13.403

Hey everyone. Uh, thank you Ken
for introducing me. I'm Nicole.

ee96be11-61f6-4fbe-8798-17a50b7702fd-1

01:27:13.403 --> 01:27:17.150

I'm familiar health and today I
have a presentation.

82cefff4-8347-4589-aaf7-4253bb7654a5-0

01:27:17.810 --> 01:27:22.995

Um, about uh patient journey
themes for um TBI and SI

82cefff4-8347-4589-aaf7-4253bb7654a5-1

01:27:22.995 --> 01:27:27.700

communities. Just let me pull up
my screen here.

9fc822e4-b795-490a-814a-954147cd71f5-0

01:27:34.050 --> 01:27:35.380

And everybody see it.

e5583590-84fe-4ecf-806f-9a30d75ec8c5-0

01:27:38.860 --> 01:27:39.210

Yes.

ee81888b-c3c6-4931-9b52-e096dbc5373c-0

01:27:40.260 --> 01:27:42.170

OK, great. Um.

be52381d-d76f-4aee-b690-e9955f6cbf0c-0

01:27:43.870 --> 01:27:47.991

Alright, so I'll get started.

Um, so thank you all for joining

be52381d-d76f-4aee-b690-e9955f6cbf0c-1

01:27:47.991 --> 01:27:51.916

me today. So my name is Nicole

Jordan and I'm the associate

be52381d-d76f-4aee-b690-e9955f6cbf0c-2

01:27:51.916 --> 01:27:55.841

manager of patient journey

analytics for health storylines.

be52381d-d76f-4aee-b690-e9955f6cbf0c-3

01:27:55.841 --> 01:27:59.897

We'll be getting into that a

little bit more after. So today,

be52381d-d76f-4aee-b690-e9955f6cbf0c-4

01:27:59.897 --> 01:28:03.887

I'll be talking about patient
experience themes from persons

be52381d-d76f-4aee-b690-e9955f6cbf0c-5

01:28:03.887 --> 01:28:07.747

with spinal cord and traumatic
brain injuries. So before I

be52381d-d76f-4aee-b690-e9955f6cbf0c-6

01:28:07.747 --> 01:28:10.560

start, I wanted to go over
today's topics.

77a372d1-3a92-4344-a207-9ce600878aaa-0

01:28:12.080 --> 01:28:15.880

Starting with the intro to
Allira health. Um.

2d25c7b4-5f2e-4492-8aa4-f48e4187db91-0

01:28:16.540 --> 01:28:21.010

Health storylines. Um ohh sorry.
Followed by the UM.

cb27262e-b592-41db-9b42-8ed62babf18b-0

01:28:22.200 --> 01:28:26.938

Alright, first gave our CEO gap
will be presenting just a little

cb27262e-b592-41db-9b42-8ed62babf18b-1

01:28:26.938 --> 01:28:31.093

bit about who we are at a Lyra

health followed by Anshul

cb27262e-b592-41db-9b42-8ed62babf18b-2

01:28:31.093 --> 01:28:35.685

talking about health storylines

and what it looks like to give

cb27262e-b592-41db-9b42-8ed62babf18b-3

01:28:35.685 --> 01:28:39.840

you more information. Then I

will be speaking about some

cb27262e-b592-41db-9b42-8ed62babf18b-4

01:28:39.840 --> 01:28:43.922

research that we've done with

the University of British

cb27262e-b592-41db-9b42-8ed62babf18b-5

01:28:43.922 --> 01:28:48.369

Columbia and our app following

that with the patient journey

cb27262e-b592-41db-9b42-8ed62babf18b-6

01:28:48.369 --> 01:28:52.670

analysis themes. And then after

Damien will be presenting.

72a183fe-7a05-4f83-9b99-ca7798b0ae7e-0

01:28:52.750 --> 01:28:58.542

Demo on what health storylines

looks like, so I don't know if

72a183fe-7a05-4f83-9b99-ca7798b0ae7e-1

01:28:58.542 --> 01:29:02.560

gab is here yet, but he is going

to start.

8459e72f-e23f-48fd-8ae6-a6556ed1ef92-0

01:29:04.270 --> 01:29:08.610

I'm just giving an intro about

the organization.

463b34dd-be01-40fe-bc9f-e2137a8030ba-0

01:29:12.600 --> 01:29:14.390

I don't see him logged in yet.

3430fdb0-e498-4751-9935-f4b2850a7738-0

01:29:17.140 --> 01:29:18.610

OK, um.

d31b0e3f-da7a-4b38-9c99-5fe7fa6c580f-0

01:29:19.370 --> 01:29:24.170

Well, maybe we'll, I guess we

are a little bit early, so.

a819ad34-98b7-4aa6-ae7-7993f71c9c4b-0

01:29:24.880 --> 01:29:29.320

And she'll do you want to start
presenting your slides?

f4f78434-9279-4ede-85f3-603a0d8af25d-0

01:29:30.720 --> 01:29:35.081

Absolutely. We can keep on this
slide. Maybe I can give a brief

f4f78434-9279-4ede-85f3-603a0d8af25d-1

01:29:35.081 --> 01:29:39.238

really brief overview, uh about
Alira health. Um, First off,

f4f78434-9279-4ede-85f3-603a0d8af25d-2

01:29:39.238 --> 01:29:43.395

hello everybody. Thanks for
inviting us. You know my name is

f4f78434-9279-4ede-85f3-603a0d8af25d-3

01:29:43.395 --> 01:29:47.620

Anshu Sharma. I'm the associate
director for patient advocacy

f4f78434-9279-4ede-85f3-603a0d8af25d-4

01:29:47.620 --> 01:29:51.504

and patient support programs

that are lira health. Alira

f4f78434-9279-4ede-85f3-603a0d8af25d-5

01:29:51.504 --> 01:29:55.252

health is essentially an

international patient centric

f4f78434-9279-4ede-85f3-603a0d8af25d-6

01:29:55.252 --> 01:29:59.545

technology enabled form with a

mission to humanize healthcare.

f4f78434-9279-4ede-85f3-603a0d8af25d-7

01:29:59.545 --> 01:30:00.499

So we provide.

b2b8d404-4aa8-453a-90d0-abd00939cfb2-0

01:30:00.730 --> 01:30:04.777

Advisory services all across you

know, research and clinical

b2b8d404-4aa8-453a-90d0-abd00939cfb2-1

01:30:04.777 --> 01:30:08.558

development phases like product

development, regulatory,

b2b8d404-4aa8-453a-90d0-abd00939cfb2-2

01:30:08.558 --> 01:30:12.406

clinical and biometrics. And we

have a bunch of different

b2b8d404-4aa8-453a-90d0-abd00939cfb2-3

01:30:12.406 --> 01:30:16.254

technology solutions as well.

Health storylines is one of

b2b8d404-4aa8-453a-90d0-abd00939cfb2-4

01:30:16.254 --> 01:30:19.970

them. So my role is tailored to

understanding different

b2b8d404-4aa8-453a-90d0-abd00939cfb2-5

01:30:19.970 --> 01:30:24.083

challenges faced by and because

the organizations identifying

b2b8d404-4aa8-453a-90d0-abd00939cfb2-6

01:30:24.083 --> 01:30:28.396

where they are in their digital

journey presently and then where

b2b8d404-4aa8-453a-90d0-abd00939cfb2-7

01:30:28.396 --> 01:30:31.049

they would like to be in the

near term.

86568c80-240b-4c59-8bec-e633da76a646-0

01:30:31.970 --> 01:30:36.740

And then finally recommending
strategies that work best for

86568c80-240b-4c59-8bec-e633da76a646-1

01:30:36.740 --> 01:30:41.828

patient care and research goals
by identifying the right mix of

86568c80-240b-4c59-8bec-e633da76a646-2

01:30:41.828 --> 01:30:46.360

digital tools as well as advice
reconstructing services.

eeda07d4-7b82-49ce-8320-b7b89c9b5f73-0

01:30:48.630 --> 01:30:51.812

I think Gabby ohh yes. Yes,
Gabe's here in the call now.

eeda07d4-7b82-49ce-8320-b7b89c9b5f73-1

01:30:51.812 --> 01:30:54.270

Gabby, if you'd like to
introduce yourself.

6b3304af-1c8a-4ed0-98c1-e948951804d3-0

01:30:56.040 --> 01:31:01.210

Hello everybody I'm at the right
time. Right 10:30. Yeah. OK.

0c87bccf-0b95-4dd8-8281-570c83d190a0-0

01:31:02.770 --> 01:31:06.203

OK. Uh, good morning. Uh
everybody. So my name is

0c87bccf-0b95-4dd8-8281-570c83d190a0-1

01:31:06.203 --> 01:31:09.979

Gabrielle or Gabriel Gab as you
can get from my accent

0c87bccf-0b95-4dd8-8281-570c83d190a0-2

01:31:09.979 --> 01:31:14.304

originally from Italy. But I've
been living here in the United

0c87bccf-0b95-4dd8-8281-570c83d190a0-3

01:31:14.304 --> 01:31:17.120

States for the last 14 years of
my life.

9c4935db-2ee7-4c70-b430-e8bad0a72740-0

01:31:18.310 --> 01:31:19.530

Married five kids.

eccd1550-d997-45cb-b85e-78a1c9e84407-0

01:31:20.270 --> 01:31:23.861

And they're proud. See all your
health. So I see the annual was

eccd1550-d997-45cb-b85e-78a1c9e84407-1

01:31:23.861 --> 01:31:27.228

already, uh, presented to you
and your health. So I let him

eccd1550-d997-45cb-b85e-78a1c9e84407-2

01:31:27.228 --> 01:31:30.540

proceed and then maybe I will
provide more comments later.

dc6b0da6-5b12-4b03-be8d-cb29de519a4a-0

01:31:33.400 --> 01:31:36.907

I was. I was. I was nearly at
the end of my introduction,

dc6b0da6-5b12-4b03-be8d-cb29de519a4a-1

01:31:36.907 --> 01:31:40.717

Nicole. So OK, I just wanted. I
just wanted to say I'll be the

dc6b0da6-5b12-4b03-be8d-cb29de519a4a-2

01:31:40.717 --> 01:31:44.466

main point of contact at Leader
health for you guys. And with

dc6b0da6-5b12-4b03-be8d-cb29de519a4a-3

01:31:44.466 --> 01:31:48.397

that, I'm going to switch you to
gab for a quick overview of the

dc6b0da6-5b12-4b03-be8d-cb29de519a4a-4

01:31:48.397 --> 01:31:50.030

Lyra health from your side.

9e805296-782c-4e43-8700-0f8603722378-0

01:31:50.970 --> 01:31:56.264

Yeah, sure. So first of all,
guys, I'm, um, I'm really happy

9e805296-782c-4e43-8700-0f8603722378-1

01:31:56.264 --> 01:31:59.650

that I was invited to the call
and uh.

b236bc05-a8ed-4ec9-b542-f71efda69173-0

01:32:00.360 --> 01:32:04.406

I always love to have uh direct
interaction with patient

b236bc05-a8ed-4ec9-b542-f71efda69173-1

01:32:04.406 --> 01:32:08.665

advocacy groups and people. That
represents the voice of of

b236bc05-a8ed-4ec9-b542-f71efda69173-2

01:32:08.665 --> 01:32:12.924

patients. I don't know if Anshu
explained to you, but about

b236bc05-a8ed-4ec9-b542-f71efda69173-3

01:32:12.924 --> 01:32:17.467

three years ago, earlier health
in the transformation between a

b236bc05-a8ed-4ec9-b542-f71efda69173-4

01:32:17.467 --> 01:32:21.513

service company to a digital
enabled service company, we

b236bc05-a8ed-4ec9-b542-f71efda69173-5

01:32:21.513 --> 01:32:25.559

decided to invest all our, let's
say, available money in

b236bc05-a8ed-4ec9-b542-f71efda69173-6

01:32:25.559 --> 01:32:29.747

technologies that would focus
only on partnerships, direct

b236bc05-a8ed-4ec9-b542-f71efda69173-7

01:32:29.747 --> 01:32:30.670

partnerships.

25294ac6-e108-4182-93d5-f711046196ff-0

01:32:30.770 --> 01:32:34.870

And with patients, so we decided
not to focus on data coming from

25294ac6-e108-4182-93d5-f711046196ff-1

01:32:34.870 --> 01:32:38.722

providers. We decided not to
focus on technologies that would

25294ac6-e108-4182-93d5-f711046196ff-2

01:32:38.722 --> 01:32:40.710

help us to get data from payers.

65fcf572-e845-40cf-b459-7e4763957eee-0

01:32:41.390 --> 01:32:45.442

We just started to bet, uh, the
future of a better healthcare,

65fcf572-e845-40cf-b459-7e4763957eee-1

01:32:45.442 --> 01:32:48.786

medical care and a better,
better guidance for life

65fcf572-e845-40cf-b459-7e4763957eee-2

01:32:48.786 --> 01:32:52.260

sciences research. We decided to
bet on the patients.

4e21cdba-7318-4f80-bb9f-7b5d0378c80f-0

01:32:53.340 --> 01:32:58.301

And that's why I really treasure
the all the great relationships

4e21cdba-7318-4f80-bb9f-7b5d0378c80f-1

01:32:58.301 --> 01:33:02.653

we have with different uh
patient councils and different

4e21cdba-7318-4f80-bb9f-7b5d0378c80f-2

01:33:02.653 --> 01:33:07.614

patient advocacy groups because
they help us get in that type of

4e21cdba-7318-4f80-bb9f-7b5d0378c80f-3

01:33:07.614 --> 01:33:11.049

partnership in place directly
with patients.

844fc087-fc80-4eee-977f-172d9eb6c436-0

01:33:12.160 --> 01:33:15.529

Um, why we decided to do to make
that decision. Uh, maybe it's

844fc087-fc80-4eee-977f-172d9eb6c436-1

01:33:15.529 --> 01:33:16.920

good to share it with you.

3cdab661-bbcf-4113-9287-5a762db488c6-0

01:33:17.580 --> 01:33:21.633

I'm personal believer that the
best way to improve care in in,

3cdab661-bbcf-4113-9287-5a762db488c6-1

01:33:21.633 --> 01:33:25.621

in our country in the United
States or globally is to empower

3cdab661-bbcf-4113-9287-5a762db488c6-2

01:33:25.621 --> 01:33:27.230

patients of informations.

d6a9c122-7904-4494-9953-d115b631f9f3-0

01:33:27.880 --> 01:33:32.024

And to empower patients of
ability to make decisions, um,

d6a9c122-7904-4494-9953-d115b631f9f3-1

01:33:32.024 --> 01:33:36.169

which sometimes is not the case
in many of the healthcare

d6a9c122-7904-4494-9953-d115b631f9f3-2

01:33:36.169 --> 01:33:37.669

systems in the world.

06f4bc70-da56-4ccc-82b6-ef6fc6c89e49-0

01:33:38.490 --> 01:33:42.654

And uh, I believe that the best
catalysts and the best career of

06f4bc70-da56-4ccc-82b6-ef6fc6c89e49-1

01:33:42.654 --> 01:33:44.320

longitudinal patient data.

32e5978e-95b1-4573-811d-8551e53d1390-0

01:33:44.970 --> 01:33:49.547

They allow a better medical care

and that allow, uh, a better, a

32e5978e-95b1-4573-811d-8551e53d1390-1

01:33:49.547 --> 01:33:53.560

better, actually and more

effective. Uh research in life

32e5978e-95b1-4573-811d-8551e53d1390-2

01:33:53.560 --> 01:33:58.067

sciences for a new drug or a new

digital solution, a new device

32e5978e-95b1-4573-811d-8551e53d1390-3

01:33:58.067 --> 01:34:02.292

that could help to treat or

prevent a certain disease is in

32e5978e-95b1-4573-811d-8551e53d1390-4

01:34:02.292 --> 01:34:06.447

the hands of patients. So

patients are the one that in the

32e5978e-95b1-4573-811d-8551e53d1390-5

01:34:06.447 --> 01:34:11.024

future through their through the
access to all their information

32e5978e-95b1-4573-811d-8551e53d1390-6

01:34:11.024 --> 01:34:15.320

from providers and payers, they
will be able to be the best.

411c5711-7e78-4c06-be2a-bb7c4494bc23-0

01:34:15.400 --> 01:34:18.891

The the the caretaker of those
informations and they will

411c5711-7e78-4c06-be2a-bb7c4494bc23-1

01:34:18.891 --> 01:34:21.720

decide who to share this
information. Uh with.

025c16fc-43b3-4d5f-9a94-67dbc1f80555-0

01:34:22.820 --> 01:34:26.332

So just to give you an idea, I
had an interview yesterday with

025c16fc-43b3-4d5f-9a94-67dbc1f80555-1

01:34:26.332 --> 01:34:29.733

the famous journal and they
asked me why Alicia doesn't want

025c16fc-43b3-4d5f-9a94-67dbc1f80555-2

01:34:29.733 --> 01:34:33.190

to invest in interoperability
between providers between Idns.

025c16fc-43b3-4d5f-9a94-67dbc1f80555-3

01:34:33.190 --> 01:34:36.479

While leader doesn't want to
invest in a relationship with

025c16fc-43b3-4d5f-9a94-67dbc1f80555-4

01:34:36.479 --> 01:34:36.870

payers.

a6f64df6-7eda-45ba-a22a-84d410ab5cc6-0

01:34:38.240 --> 01:34:41.635

And I said because we believe
that the the future will not

a6f64df6-7eda-45ba-a22a-84d410ab5cc6-1

01:34:41.635 --> 01:34:45.088

need interoperability between
IDN, the patients will be the

a6f64df6-7eda-45ba-a22a-84d410ab5cc6-2

01:34:45.088 --> 01:34:47.159

carrier of their longitudinal
data.

38ea152e-fd6b-4598-a20d-a5cb6ba0d9fa-0

01:34:48.500 --> 01:34:52.891

And we made that decision, um,
about three years ago, which

38ea152e-fd6b-4598-a20d-a5cb6ba0d9fa-1

01:34:52.891 --> 01:34:57.210

probably all of you know, uh,
six of October of this year.

e6324356-c84a-4d3e-b3e5-b6a27f158a4b-0

01:34:57.960 --> 01:35:01.859

Was the that we had a major
party here that your health

e6324356-c84a-4d3e-b3e5-b6a27f158a4b-1

01:35:01.859 --> 01:35:05.550

because it's where, uh, the new
regulation came out.

eb6c2e5f-c573-43be-ab91-78153c84f21c-0

01:35:06.230 --> 01:35:09.740

That now every patients has
direct access to their

eb6c2e5f-c573-43be-ab91-78153c84f21c-1

01:35:09.740 --> 01:35:13.664

electronic information and and
therefore they really can

eb6c2e5f-c573-43be-ab91-78153c84f21c-2

01:35:13.664 --> 01:35:17.657

download their ER's. And there's
no more about that, that

eb6c2e5f-c573-43be-ab91-78153c84f21c-3

01:35:17.657 --> 01:35:21.099

particular rule of blocking
information, personal

eb6c2e5f-c573-43be-ab91-78153c84f21c-4

01:35:21.099 --> 01:35:24.885

information in the United
States. So that's that's the

eb6c2e5f-c573-43be-ab91-78153c84f21c-5

01:35:24.885 --> 01:35:25.230

best.

39cb45f6-7e81-4494-ba82-b9a27b0a564a-0

01:35:25.920 --> 01:35:28.793

A confirmation of our strategy
coming directly from our

39cb45f6-7e81-4494-ba82-b9a27b0a564a-1

01:35:28.793 --> 01:35:31.924

government. Uh. They now really
is empowering patients to be

39cb45f6-7e81-4494-ba82-b9a27b0a564a-2

01:35:31.924 --> 01:35:34.900

able to own and have access to
all those informations and

39cb45f6-7e81-4494-ba82-b9a27b0a564a-3

01:35:34.900 --> 01:35:37.210

decide who to share those
informations with.

da61a4a7-0584-4f11-a381-34ed03610088-0

01:35:38.910 --> 01:35:42.847

So have you said that I think
that, uh, regarding the brain

da61a4a7-0584-4f11-a381-34ed03610088-1

01:35:42.847 --> 01:35:44.620

and spinal cord injury, um.

0671c819-72bb-4859-beb8-1ce68f716d7b-0

01:35:45.530 --> 01:35:49.338

Let's say uh council and and the
relationship with you guys.

0671c819-72bb-4859-beb8-1ce68f716d7b-1

01:35:49.338 --> 01:35:53.146

Obviously Anshul and Jenny and
Nicole will will manage that,

0671c819-72bb-4859-beb8-1ce68f716d7b-2

01:35:53.146 --> 01:35:57.141

but I want to also tell you that
in this particular disease and

0671c819-72bb-4859-beb8-1ce68f716d7b-3

01:35:57.141 --> 01:36:00.762

conditions and TAS that you're
active in, your health has

0671c819-72bb-4859-beb8-1ce68f716d7b-4

01:36:00.762 --> 01:36:03.010

invested a lot of time in the
past.

2082350c-25c5-4ce0-87ac-67754fc0e2dd-0

01:36:03.670 --> 01:36:06.878

Um, now I'm the CEO of the
company and uh and I'm not

2082350c-25c5-4ce0-87ac-67754fc0e2dd-1

01:36:06.878 --> 01:36:10.621

involved in projects anymore.
But until three years ago, I was

2082350c-25c5-4ce0-87ac-67754fc0e2dd-2

01:36:10.621 --> 01:36:14.186

involved in projects and I

personally ran a lot of projects

2082350c-25c5-4ce0-87ac-67754fc0e2dd-3

01:36:14.186 --> 01:36:14.840

in the TBI.

e0a3528a-214e-4820-a567-42c081f675e0-0

01:36:15.540 --> 01:36:20.232

And even in the spectrum of uh
concussion, so uh, conditions,

e0a3528a-214e-4820-a567-42c081f675e0-1

01:36:20.232 --> 01:36:25.001

which is actually before TBI.

And we ran projects all over the

e0a3528a-214e-4820-a567-42c081f675e0-2

01:36:25.001 --> 01:36:28.710

spectrum of our services for
digital biomarkers.

ceced6c6-717f-4d7e-bc93-2b8d4d78ced7-0

01:36:29.530 --> 01:36:31.290

For molecular biomarkers.

1a41a3f0-f82c-41f1-a59d-97b0e622896b-0

01:36:32.330 --> 01:36:36.319

Um and and we help different
companies try to advance their

1a41a3f0-f82c-41f1-a59d-97b0e622896b-1

01:36:36.319 --> 01:36:39.910

technologies in this space in
collaboration also with

1a41a3f0-f82c-41f1-a59d-97b0e622896b-2

01:36:39.910 --> 01:36:43.833

different sports associations
and and and other particular

1a41a3f0-f82c-41f1-a59d-97b0e622896b-3

01:36:43.833 --> 01:36:47.955

stakeholders. So I'm I'm, I'm
personally involved in this and

1a41a3f0-f82c-41f1-a59d-97b0e622896b-4

01:36:47.955 --> 01:36:52.211

I I really would love to bring
more impact in in research in in

1a41a3f0-f82c-41f1-a59d-97b0e622896b-5

01:36:52.211 --> 01:36:53.940

partnership with you guys.

f77cbf46-2be1-456f-8af5-648f8c1fca40-0

01:36:55.030 --> 01:36:56.220

I see there is a question.

dfa23aa0-6739-404e-889e-c85f7b939910-0

01:36:59.890 --> 01:37:01.390

Kevin, if you wanna.

c7010551-595d-47e8-b1b2-f447226f9cf5-0

01:37:02.360 --> 01:37:04.020

If you wanna ask your questions,
please go ahead.

ec21a361-196c-4238-9a03-9defe0f82efd-0

01:37:10.640 --> 01:37:12.030

No, no questions.

51a098de-4245-4d7f-b35e-543e830e2f7d-0

01:37:13.650 --> 01:37:18.026

OK. Yeah. We can't hear him. He
was having some audio issues

51a098de-4245-4d7f-b35e-543e830e2f7d-1

01:37:18.026 --> 01:37:18.600

earlier.

d562eecd-1283-4ec0-9a21-09318052cb3f-0

01:37:19.430 --> 01:37:21.750

Kevin, can you put your question
in the chat?

9b30f444-1116-4846-998e-8dbee6527c8f-0

01:37:22.810 --> 01:37:23.090

Uh-huh.

b04a7116-76c0-470b-894e-cec1b5727305-0

01:37:30.870 --> 01:37:34.315

While it's put in the questions,
just to give an idea, our

b04a7116-76c0-470b-894e-cec1b5727305-1

01:37:34.315 --> 01:37:37.703

partnerships and work with them
in the past has been with

b04a7116-76c0-470b-894e-cec1b5727305-2

01:37:37.703 --> 01:37:41.207

pharmaceutical companies. A lot
of the of device companies,

b04a7116-76c0-470b-894e-cec1b5727305-3

01:37:41.207 --> 01:37:43.310

especially in in vitro
diagnostics.

1ae89ba3-f0ee-48e2-9b3f-9e43887ed88a-0

01:37:45.500 --> 01:37:51.267

I still remember projects to to
detect TBI from the pressure of

1ae89ba3-f0ee-48e2-9b3f-9e43887ed88a-1

01:37:51.267 --> 01:37:53.430

the sensing of your eye.

3363f6d0-26f9-44c0-8212-024af7260e1c-0

01:37:54.680 --> 01:38:00.930

Ah, to particular um blood
biomarkers and many others so.

1bef9961-e63b-48ab-97a2-5a381d43031a-0

01:38:03.340 --> 01:38:05.150

So I don't see the questions.

Um.

56fe94e4-7c01-48d8-a38d-99dabcb7bac6-0

01:38:06.800 --> 01:38:10.711

Any any particular, uh, other
questions for me or anything you

56fe94e4-7c01-48d8-a38d-99dabcb7bac6-1

01:38:10.711 --> 01:38:14.684

would like to know about alira
health and um before I go, maybe

56fe94e4-7c01-48d8-a38d-99dabcb7bac6-2

01:38:14.684 --> 01:38:18.284

a little bit more deeper and
I'll give the assist then to

56fe94e4-7c01-48d8-a38d-99dabcb7bac6-3

01:38:18.284 --> 01:38:22.009

Nicole and Anshul or why we
believe that our technology and

56fe94e4-7c01-48d8-a38d-99dabcb7bac6-4

01:38:22.009 --> 01:38:23.810

our services could be a good.

7bf6fdd2-0559-4e62-a40e-425e10a3dda9-0

01:38:24.540 --> 01:38:26.240

Uh, enabler of your mission.

a6de34be-6144-4a7e-a32a-b52da0dd4a02-0

01:38:27.440 --> 01:38:30.548

Uh, I have a question. I'm
actually a physician, so I guess

a6de34be-6144-4a7e-a32a-b52da0dd4a02-1

01:38:30.548 --> 01:38:33.605

you're not really targeting
towards me, but how would this

a6de34be-6144-4a7e-a32a-b52da0dd4a02-2

01:38:33.605 --> 01:38:36.506

be used by someone with a
cognitive deficit like from a

a6de34be-6144-4a7e-a32a-b52da0dd4a02-3

01:38:36.506 --> 01:38:37.179

brain injury?

27788130-0922-4f7a-9de2-5da9ab104b15-0

01:38:39.050 --> 01:38:42.315

How did you? What? Sorry. Can
you ask the question again? You

27788130-0922-4f7a-9de2-5da9ab104b15-1

01:38:42.315 --> 01:38:45.633

understand? People with brain
injuries have cognitive deficits

27788130-0922-4f7a-9de2-5da9ab104b15-2

01:38:45.633 --> 01:38:48.583

like they, they they have
trouble with their memory and

27788130-0922-4f7a-9de2-5da9ab104b15-3

01:38:48.583 --> 01:38:51.901

they're processing. How would
your product be used by them? So

27788130-0922-4f7a-9de2-5da9ab104b15-4

01:38:51.901 --> 01:38:55.325

on the economy side, the we work
more on the on the digital side

27788130-0922-4f7a-9de2-5da9ab104b15-5

01:38:55.325 --> 01:38:58.749

of things. So they can, they're

going to tell you more about it,

27788130-0922-4f7a-9de2-5da9ab104b15-6

01:38:58.749 --> 01:38:58.959

but.

36b3640f-8755-444b-aa4c-0429bf5f50f6-0

01:39:00.630 --> 01:39:05.690

Health story lines with their
ed diary features with the

36b3640f-8755-444b-aa4c-0429bf5f50f6-1

01:39:05.690 --> 01:39:11.210

gamification features that we
have added to it, can help to

36b3640f-8755-444b-aa4c-0429bf5f50f6-2

01:39:11.210 --> 01:39:16.546

manage those deficiencies in
their cognitive capabilities

36b3640f-8755-444b-aa4c-0429bf5f50f6-3

01:39:16.546 --> 01:39:17.190

better.

39358eb4-a621-4f78-95d8-6ba84447f3cf-0

01:39:18.100 --> 01:39:21.644

Um, obviously we we can do more
and more in partnership with our

39358eb4-a621-4f78-95d8-6ba84447f3cf-1

01:39:21.644 --> 01:39:25.079

organization like you, but in
the past we run projects in that

39358eb4-a621-4f78-95d8-6ba84447f3cf-2

01:39:25.079 --> 01:39:28.515

space and they're gonna be able
to share more information with

39358eb4-a621-4f78-95d8-6ba84447f3cf-3

01:39:28.515 --> 01:39:31.623

you. But it's not just the
prevention is when it happens

39358eb4-a621-4f78-95d8-6ba84447f3cf-4

01:39:31.623 --> 01:39:33.150

and how you manage the post.

7b3645cc-f273-46ff-b4cc-1e413680244c-0

01:39:33.830 --> 01:39:38.680

Of the event and and it's we do
have more from a digital

7b3645cc-f273-46ff-b4cc-1e413680244c-1

01:39:38.680 --> 01:39:44.212

perspective. So digitization of
a lot of different methodologies

7b3645cc-f273-46ff-b4cc-1e413680244c-2

01:39:44.212 --> 01:39:49.403

to try to monitor and not the
little cure but to monitor and

7b3645cc-f273-46ff-b4cc-1e413680244c-3

01:39:49.403 --> 01:39:54.084

to create that better
understanding of their cognitive

7b3645cc-f273-46ff-b4cc-1e413680244c-4

01:39:54.084 --> 01:39:54.680

issues.

569c9cd6-3156-483b-878a-6746c5f69022-0

01:40:01.960 --> 01:40:02.700

More questions?

64909857-83a2-4b8b-8a48-0e026a765cf3-0

01:40:05.970 --> 01:40:10.292

Um, I think just for time we can
move, we can start moving on to

64909857-83a2-4b8b-8a48-0e026a765cf3-1

01:40:10.292 --> 01:40:13.750

ancholi's portion of the
presentation if that's OK.

39eb822b-3da9-48d4-9e8d-9ec7d7e3b792-0

01:40:16.400 --> 01:40:18.380

Do you have any last words yet?

3a1d1a6a-5384-4f57-a8d4-b1b62a5946a1-0

01:40:20.820 --> 01:40:24.042

Hi guys. I'll be here for the
next uh hour with you, so I'll

3a1d1a6a-5384-4f57-a8d4-b1b62a5946a1-1

01:40:24.042 --> 01:40:25.680

follow the presentation and uh.

52ecdc81-291b-4bd0-b119-edad0669d6df-0

01:40:26.440 --> 01:40:30.722

Happy to take any more questions
if uh, if there are and my my

52ecdc81-291b-4bd0-b119-edad0669d6df-1

01:40:30.722 --> 01:40:34.936

comment was really, I think that
the the the partnership here

52ecdc81-291b-4bd0-b119-edad0669d6df-2

01:40:34.936 --> 01:40:39.083

will be focused more on our
digital enabled solutions. So on

52ecdc81-291b-4bd0-b119-edad0669d6df-3

01:40:39.083 --> 01:40:43.229

our own in this case holster
lines which is connected to the

52ecdc81-291b-4bd0-b119-edad0669d6df-4

01:40:43.229 --> 01:40:47.716

cognitive comment we were making
before and hopefully the ability

52ecdc81-291b-4bd0-b119-edad0669d6df-5

01:40:47.716 --> 01:40:51.386

to deploy technology in a
solution like this one will

52ecdc81-291b-4bd0-b119-edad0669d6df-6

01:40:51.386 --> 01:40:53.969

provide better value to your
Members.

612d0960-e901-455b-afde-bf6bde750f6f-0

01:40:54.780 --> 01:40:57.967

And uh, we'll also provide
better tools for the

612d0960-e901-455b-afde-bf6bde750f6f-1

01:40:57.967 --> 01:41:02.150

organization and the Council to
impact life sciences research.

5ba0eada-6f07-4d2a-a349-d43d4d1c010b-0

01:41:02.920 --> 01:41:03.300

Umm.

1990a2dd-85ea-4099-b40f-37295cebc805-0

01:41:04.220 --> 01:41:06.767

So that's that's, that's the

mission we're trying to

1990a2dd-85ea-4099-b40f-37295cebc805-1

01:41:06.767 --> 01:41:08.690

accomplish here together with

you guys.

912edd12-87ec-41e0-b18f-26ac4e5bfa00-0

01:41:10.490 --> 01:41:12.290

Natalie said the questions

there.

6ee05323-9235-47b9-a132-69fd80c210a4-0

01:41:13.740 --> 01:41:17.130

And as far as Umm, are you

having people like um?

8889fbd6-856b-4a30-b050-2d059cc35db0-0

01:41:18.430 --> 01:41:22.318

Data test some of this stuff as

far as people who have limited

8889fbd6-856b-4a30-b050-2d059cc35db0-1

01:41:22.318 --> 01:41:25.712

hand function and stuff on on

how to use some of those

8889fbd6-856b-4a30-b050-2d059cc35db0-2

01:41:25.712 --> 01:41:26.329

platforms.

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-0

01:41:27.490 --> 01:41:32.115

Yeah, I'll let maybe ensure that

Nicole explain this. But yes.

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-1

01:41:32.115 --> 01:41:36.521

Uh, depending on the on the user

that technology and the TA

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-2

01:41:36.521 --> 01:41:40.852

physical indications or the

condition of the patient we're

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-3

01:41:40.852 --> 01:41:45.625

trying to manage or in this case

prevent or in some cases when a

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-4

01:41:45.625 --> 01:41:50.030

digital therapeutics to treat we
have a specific process of

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-5

01:41:50.030 --> 01:41:53.775

training the person on
onboarding the person on on

cdcfbe7b-4595-4bc5-9526-58b53f3827d7-6

01:41:53.775 --> 01:41:57.520

monitoring the compliance of the
person using the.

8cbb0da4-0882-4484-91cd-9f9bdb1fd44b-0

01:41:57.590 --> 01:42:01.311

The the the the particular
application. So yes, there is is

8cbb0da4-0882-4484-91cd-9f9bdb1fd44b-1

01:42:01.311 --> 01:42:05.343

not just a a technology that we
deploy and then we'll leave. The

8cbb0da4-0882-4484-91cd-9f9bdb1fd44b-2

01:42:05.343 --> 01:42:08.383

technology is an enabler
actually to create that

8cbb0da4-0882-4484-91cd-9f9bdb1fd44b-3

01:42:08.383 --> 01:42:12.167

partnership with the patient.

And then there is all sorts of

8cbb0da4-0882-4484-91cd-9f9bdb1fd44b-4

01:42:12.167 --> 01:42:16.013

other solutions and some are

labor intensive. They have to be

8cbb0da4-0882-4484-91cd-9f9bdb1fd44b-5

01:42:16.013 --> 01:42:17.439

deployed around attack.

606cb843-dabb-458f-aed6-946632ea4263-0

01:42:19.170 --> 01:42:23.109

Yeah. I just wanted because I

know sometimes, especially when

606cb843-dabb-458f-aed6-946632ea4263-1

01:42:23.109 --> 01:42:26.921

people are newly injured, uh,

they have a harder time. Umm,

606cb843-dabb-458f-aed6-946632ea4263-2

01:42:26.921 --> 01:42:30.860

you know, knowing what they're

going to be able to physically

606cb843-dabb-458f-aed6-946632ea4263-3

01:42:30.860 --> 01:42:34.926

do with with, you know, a lot of
technology, you know, they may

606cb843-dabb-458f-aed6-946632ea4263-4

01:42:34.926 --> 01:42:39.056

be be new to this kind of stuff
or if they're older and they and

606cb843-dabb-458f-aed6-946632ea4263-5

01:42:39.056 --> 01:42:43.249

they come into this, they may be
technologically, technologically

606cb843-dabb-458f-aed6-946632ea4263-6

01:42:43.249 --> 01:42:46.998

challenged. And so as far as
just trying to make sure that

606cb843-dabb-458f-aed6-946632ea4263-7

01:42:46.998 --> 01:42:50.620

that anything that's being put
out there is going to be.

8d1f4048-11b1-42f4-b674-62b68e232681-0

01:42:51.040 --> 01:42:53.740

Um, you know, accessible for for

people.

2affd1d3-51ab-4b95-91e2-6a3c35a458a4-0

01:42:54.370 --> 01:42:57.808

That, that have those those
disabling conditions I can make

2affd1d3-51ab-4b95-91e2-6a3c35a458a4-1

01:42:57.808 --> 01:43:01.303

you some example. The last one
actually is a project that we

2affd1d3-51ab-4b95-91e2-6a3c35a458a4-2

01:43:01.303 --> 01:43:03.940

discussed this morning for
example pediatric.

6228d325-379d-4ba5-a025-4ea7ad4fece0-0

01:43:04.940 --> 01:43:09.336

In Bed, Roderick and you have to
to to try to deploy solution, a

6228d325-379d-4ba5-a025-4ea7ad4fece0-1

01:43:09.336 --> 01:43:13.530

digital solution that might help
a kid of 11/12/13 years old.

c11b7949-9eca-4fb0-a007-dac26b55fb12-0

01:43:14.640 --> 01:43:17.769

Improving a certain in certain
condition, there is the

c11b7949-9eca-4fb0-a007-dac26b55fb12-1

01:43:17.769 --> 01:43:21.241

relationship with the with the
with the patient which is the

c11b7949-9eca-4fb0-a007-dac26b55fb12-2

01:43:21.241 --> 01:43:24.086

kid, and there's the
gamification part of it. But

c11b7949-9eca-4fb0-a007-dac26b55fb12-3

01:43:24.086 --> 01:43:27.671

then the most important part,
and also as an important part is

c11b7949-9eca-4fb0-a007-dac26b55fb12-4

01:43:27.671 --> 01:43:31.143

their relationship with the
parents or the circle of care as

c11b7949-9eca-4fb0-a007-dac26b55fb12-5

01:43:31.143 --> 01:43:34.785

we call it. So it's not just a
solution that is deployed in and

c11b7949-9eca-4fb0-a007-dac26b55fb12-6

01:43:34.785 --> 01:43:38.199

focused only on the patient
himself or herself, but has the

c11b7949-9eca-4fb0-a007-dac26b55fb12-7

01:43:38.199 --> 01:43:41.727

possibility of involving the
circular care around it, because

c11b7949-9eca-4fb0-a007-dac26b55fb12-8

01:43:41.727 --> 01:43:44.630

sometimes the people that can
help these patients.

52a4f44d-59f7-440f-8d3b-962b4fe26609-0

01:43:44.700 --> 01:43:48.099

Understands and be compliant in
the use of the technology. Are

52a4f44d-59f7-440f-8d3b-962b4fe26609-1

01:43:48.099 --> 01:43:51.229

the people they love around
them. And so that's extremely

52a4f44d-59f7-440f-8d3b-962b4fe26609-2

01:43:51.229 --> 01:43:54.250

important. So that's one
solution. For example, we were

52a4f44d-59f7-440f-8d3b-962b4fe26609-3

01:43:54.250 --> 01:43:57.650

discussing this morning where we
can deploy our circle of care

52a4f44d-59f7-440f-8d3b-962b4fe26609-4

01:43:57.650 --> 01:44:00.726

feature to be able to help in
the Pediatrics. So in this

52a4f44d-59f7-440f-8d3b-962b4fe26609-5

01:44:00.726 --> 01:44:04.233

specific case, I don't know what
would be the different features

52a4f44d-59f7-440f-8d3b-962b4fe26609-6

01:44:04.233 --> 01:44:07.525

and modules that could help in
driving higher compliance and

52a4f44d-59f7-440f-8d3b-962b4fe26609-7

01:44:07.525 --> 01:44:10.331

being understanding of the
condition of the patient

52a4f44d-59f7-440f-8d3b-962b4fe26609-8

01:44:10.331 --> 01:44:13.568

especially is up right after the
injury. But I'll let maybe

52a4f44d-59f7-440f-8d3b-962b4fe26609-9

01:44:13.568 --> 01:44:14.540

unsure and Nicole?

f10527c4-699d-4448-8a20-effd13f5acf6-0

01:44:14.790 --> 01:44:18.121

If they have any example to to
show if they're not ready today,

f10527c4-699d-4448-8a20-effd13f5acf6-1

01:44:18.121 --> 01:44:20.620

we're for sure we can show it to
you next time.

0d7b5730-946e-41bd-8e54-00ac67f68799-0

01:44:21.470 --> 01:44:25.403

And I would say just say keep in
mind when you're doing these

0d7b5730-946e-41bd-8e54-00ac67f68799-1

01:44:25.403 --> 01:44:29.336

things that, um, there's a lot
of individuals that, you know,

0d7b5730-946e-41bd-8e54-00ac67f68799-2

01:44:29.336 --> 01:44:33.459

acquire these types of injuries
that literally they may not want

0d7b5730-946e-41bd-8e54-00ac67f68799-3

01:44:33.459 --> 01:44:37.519

to disclose. A lot of the stuff
going on to family members. And

0d7b5730-946e-41bd-8e54-00ac67f68799-4

01:44:37.519 --> 01:44:41.135

we need to be cognizant of the
fact that we shouldn't be

0d7b5730-946e-41bd-8e54-00ac67f68799-5

01:44:41.135 --> 01:44:44.814

forcing people to give all of
their health information to

0d7b5730-946e-41bd-8e54-00ac67f68799-6

01:44:44.814 --> 01:44:48.811

their family just because they
now have this traumatic injury.

0d7b5730-946e-41bd-8e54-00ac67f68799-7

01:44:48.811 --> 01:44:52.300

Umm, we need to make sure that
they're getting enough.

c0a0667f-fb1d-438b-8afa-a79306aae6a6-0

01:44:52.650 --> 01:44:56.746

Control and dignity over their

own health care that they're

c0a0667f-fb1d-438b-8afa-a79306aae6a6-1

01:44:56.746 --> 01:45:01.184

able to monitor as much as they
can for themselves. There's that

c0a0667f-fb1d-438b-8afa-a79306aae6a6-2

01:45:01.184 --> 01:45:05.280

balance. There's just that
balance there for for, you know,

c0a0667f-fb1d-438b-8afa-a79306aae6a6-3

01:45:05.280 --> 01:45:09.649

that's very, very true. We see
that a lot in the mental illness

c0a0667f-fb1d-438b-8afa-a79306aae6a6-4

01:45:09.649 --> 01:45:13.199

depression in many other areas
that we're treating.

03509c74-a266-4a0e-a0a3-f2c5375da7d6-0

01:45:14.600 --> 01:45:18.388

Imagine how patients manage uh,
where that that empathetic

03509c74-a266-4a0e-a0a3-f2c5375da7d6-1

01:45:18.388 --> 01:45:22.369

approach is extremely important
and very conservative or what

03509c74-a266-4a0e-a0a3-f2c5375da7d6-2

01:45:22.369 --> 01:45:26.415

they wanna share, what they want
to share information with. So

03509c74-a266-4a0e-a0a3-f2c5375da7d6-3

01:45:26.415 --> 01:45:30.203

obviously the patient has
control different on Pediatrics,

03509c74-a266-4a0e-a0a3-f2c5375da7d6-4

01:45:30.203 --> 01:45:34.313

Pediatrics, we give more control
to the patients, but for adult

03509c74-a266-4a0e-a0a3-f2c5375da7d6-5

01:45:34.313 --> 01:45:38.294

populations, I'm totally agree
with you that's that's the key

03509c74-a266-4a0e-a0a3-f2c5375da7d6-6

01:45:38.294 --> 01:45:41.120

part we have to treat them as
human beings.

2b2c36ff-ec91-4c62-8c29-e031dfd1030f-0

01:45:41.790 --> 01:45:45.522

And not just somebody has to be
cured and that's that's the key

2b2c36ff-ec91-4c62-8c29-e031dfd1030f-1

01:45:45.522 --> 01:45:49.138

part of a of how else to rely
and would like to approach this

2b2c36ff-ec91-4c62-8c29-e031dfd1030f-2

01:45:49.138 --> 01:45:52.580

type of relationship with
patients through our technology.

d1d15e46-fa1c-4a20-9945-3a2e63559670-0

01:45:54.200 --> 01:45:58.063

Um, I can actually enter. Uh,
your question, Natalie or, uh,

d1d15e46-fa1c-4a20-9945-3a2e63559670-1

01:45:58.063 --> 01:46:01.800

kind of follow up with what you
said. Um, in our circle of

d1d15e46-fa1c-4a20-9945-3a2e63559670-2

01:46:01.800 --> 01:46:05.726

support feature, we actually
have of the person using the app

d1d15e46-fa1c-4a20-9945-3a2e63559670-3

01:46:05.726 --> 01:46:09.843

has the ability to turn off and
on those sharing features. So if

d1d15e46-fa1c-4a20-9945-3a2e63559670-4

01:46:09.843 --> 01:46:13.580

it's something they would like
to share with the people in

d1d15e46-fa1c-4a20-9945-3a2e63559670-5

01:46:13.580 --> 01:46:17.253

their circles of support,
they're able to do that. But if

d1d15e46-fa1c-4a20-9945-3a2e63559670-6

01:46:17.253 --> 01:46:20.990

they don't want to share that
information, they can easily

d1d15e46-fa1c-4a20-9945-3a2e63559670-7

01:46:20.990 --> 01:46:24.916

turn it off as well. And when
the person first signs into the

d1d15e46-fa1c-4a20-9945-3a2e63559670-8

01:46:24.916 --> 01:46:25.170

app.

19fc71c2-c54d-4160-a21e-363fe38d53a1-0

01:46:25.260 --> 01:46:28.896

The first time they're in there,
all those things are turned off,

19fc71c2-c54d-4160-a21e-363fe38d53a1-1

01:46:28.896 --> 01:46:32.092

so you know we respect the the
privacy of patients and we

19fc71c2-c54d-4160-a21e-363fe38d53a1-2

01:46:32.092 --> 01:46:35.508

understand that there's some
things people just don't want to

19fc71c2-c54d-4160-a21e-363fe38d53a1-3

01:46:35.508 --> 01:46:36.170

tell others.

3fc86fc7-1cb8-4577-ba86-1a2081427aad-0

01:46:41.500 --> 01:46:45.378

This may seem an off the wall
question, sorry, and I apologize

3fc86fc7-1cb8-4577-ba86-1a2081427aad-1

01:46:45.378 --> 01:46:48.887

if you actually already
addressed this, but for patients

3fc86fc7-1cb8-4577-ba86-1a2081427aad-2

01:46:48.887 --> 01:46:52.704

who are not, maybe don't have
the technology capabilities, do

3fc86fc7-1cb8-4577-ba86-1a2081427aad-3

01:46:52.704 --> 01:46:53.690

you guys have a?

63f4fe08-0a46-49ea-a6b9-0647a7687bd2-0

01:46:54.480 --> 01:46:58.890

You know, like a either a loaner
program or, um.

f3b58d19-a928-4084-bb57-7c829b1bd1d7-0

01:46:59.800 --> 01:47:02.307

I don't know. Maybe and maybe
that's something that beast,

f3b58d19-a928-4084-bb57-7c829b1bd1d7-1

01:47:02.307 --> 01:47:03.370

beast Skip can help with.

fedf2c2b-cdba-4088-a4dc-f4e67d5e1199-0

01:47:05.730 --> 01:47:10.873

Do you know I'm asking? Sorry. I
lost the word. Um, whether it's

fedf2c2b-cdba-4088-a4dc-f4e67d5e1199-1

01:47:10.873 --> 01:47:12.140

a loner or a um.

18f67bc3-6221-4901-ab99-6ffd4a664226-0

01:47:13.100 --> 01:47:16.790

Um scholarships sort of. Program

for them to have the the.

84423fdd-da03-4654-9024-c70766fd969d-0

01:47:17.570 --> 01:47:22.278

The technology to be able to run

the app. Yeah. Yeah. So I can

84423fdd-da03-4654-9024-c70766fd969d-1

01:47:22.278 --> 01:47:26.987

take that. Um, it really depends

on the type of population and

84423fdd-da03-4654-9024-c70766fd969d-2

01:47:26.987 --> 01:47:31.247

that we wanna reach out to. And

we had partnerships, for

84423fdd-da03-4654-9024-c70766fd969d-3

01:47:31.247 --> 01:47:35.433

example, one that we had in

Italy in the past where the

84423fdd-da03-4654-9024-c70766fd969d-4

01:47:35.433 --> 01:47:39.992

patient advocacy group in that
in that situation was able to

84423fdd-da03-4654-9024-c70766fd969d-5

01:47:39.992 --> 01:47:44.775

obtain subsidized subsidies to
be able to invest money into the

84423fdd-da03-4654-9024-c70766fd969d-6

01:47:44.775 --> 01:47:47.840

and providing the interface or
the tool.

838f81f9-b3c5-481a-ba5e-eff41d23fbd7-0

01:47:47.910 --> 01:47:51.947

Uh could be as a phone, it could
be an iPad. An Apple Watch could

838f81f9-b3c5-481a-ba5e-eff41d23fbd7-1

01:47:51.947 --> 01:47:55.678

be different things based on on
what are the things we wanna

838f81f9-b3c5-481a-ba5e-eff41d23fbd7-2

01:47:55.678 --> 01:47:57.330

collect and how we want to.

43eecee0-cf53-4c8f-8846-b2e2741a7786-0

01:47:58.570 --> 01:48:03.454

Um, interact with the patient
ourselves. What we can

43eecee0-cf53-4c8f-8846-b2e2741a7786-1

01:48:03.454 --> 01:48:08.580

do is depending on what is the
objective of the partnership, we

43eecee0-cf53-4c8f-8846-b2e2741a7786-2

01:48:08.580 --> 01:48:13.785

can deploy the technology, let's
say, pro bono. Obviously, if we

43eecee0-cf53-4c8f-8846-b2e2741a7786-3

01:48:13.785 --> 01:48:18.990

get certain type of rights back,
but we don't provide the tools,

43eecee0-cf53-4c8f-8846-b2e2741a7786-4

01:48:18.990 --> 01:48:24.275

so we don't provide the phone or
the iPad, that is something that

43eecee0-cf53-4c8f-8846-b2e2741a7786-5

01:48:24.275 --> 01:48:28.600

that usually the patient
advocacy group will have to.

d131b301-abde-4121-9b80-147e378d12e5-0

01:48:28.700 --> 01:48:32.157

Understand and in it's different
in clinical trials, right than

d131b301-abde-4121-9b80-147e378d12e5-1

01:48:32.157 --> 01:48:34.858

in real world evidence in
clinical trials that is

d131b301-abde-4121-9b80-147e378d12e5-2

01:48:34.858 --> 01:48:38.369

something that the sponsor would
pay for. But in this case which

d131b301-abde-4121-9b80-147e378d12e5-3

01:48:38.369 --> 01:48:41.880

is something that you want to do
in real world evidence and some

d131b301-abde-4121-9b80-147e378d12e5-4

01:48:41.880 --> 01:48:45.284

service you want to provide to
your Members. This is something

d131b301-abde-4121-9b80-147e378d12e5-5

01:48:45.284 --> 01:48:48.579

that we would not be able to
provide something that you will

d131b301-abde-4121-9b80-147e378d12e5-6

01:48:48.579 --> 01:48:51.982

have to think about if you want
to subsidize some of the tools

d131b301-abde-4121-9b80-147e378d12e5-7

01:48:51.982 --> 01:48:55.547

that they will have to use to be
able to be on the system and use

d131b301-abde-4121-9b80-147e378d12e5-8

01:48:55.547 --> 01:48:55.979

the app.

f9a3f2f5-6a89-489b-a692-966b939905e3-0

01:48:57.560 --> 01:49:00.771

And I can just add a quick
comment as well. Hey, Jill, this

f9a3f2f5-6a89-489b-a692-966b939905e3-1

01:49:00.771 --> 01:49:04.090

is Damien here. This I'm just
the demo guy on the team. We do

f9a3f2f5-6a89-489b-a692-966b939905e3-2

01:49:04.090 --> 01:49:07.195

also have a web version of our
application as well. So if

f9a3f2f5-6a89-489b-a692-966b939905e3-3

01:49:07.195 --> 01:49:10.567

device provisioning is a problem
and we don't necessarily have

f9a3f2f5-6a89-489b-a692-966b939905e3-4

01:49:10.567 --> 01:49:13.886

money to kind of pay for that,
if there's a desktop somewhere

f9a3f2f5-6a89-489b-a692-966b939905e3-5

01:49:13.886 --> 01:49:17.098

in their house or even if it's
at the, the, the library for

f9a3f2f5-6a89-489b-a692-966b939905e3-6

01:49:17.098 --> 01:49:20.631

example, all the features on the
app will be available on the web

f9a3f2f5-6a89-489b-a692-966b939905e3-7

01:49:20.631 --> 01:49:24.057

through there as well. And then
any accessibility features that

f9a3f2f5-6a89-489b-a692-966b939905e3-8

01:49:24.057 --> 01:49:27.430

they might have their desktop

configured to for example would.

721b25cd-0cf2-4fe6-81b1-c0ec15e4df37-0

01:49:27.500 --> 01:49:29.460

Translate uh onto the web app as
well.

f2597920-7f44-4678-9657-7289bb3eae3c-0

01:49:31.150 --> 01:49:32.220

Great. Thank you so much.

adbcf900-846c-49b6-bcd5-d1ef080c6962-0

01:49:36.820 --> 01:49:37.260

Right.

554da30e-bcf4-4fdb-a2f4-e35b508f9615-0

01:49:38.540 --> 01:49:41.747

Ohh yeah, and sure if there's
some more questions so we can

554da30e-bcf4-4fdb-a2f4-e35b508f9615-1

01:49:41.747 --> 01:49:42.710

move on to ensure.

de5e3d78-1ed4-46f6-89f9-878f342fac56-0

01:49:43.720 --> 01:49:47.948

Yeah. So see my part of, I guess
the presentation is you know

de5e3d78-1ed4-46f6-89f9-878f342fac56-1

01:49:47.948 --> 01:49:52.313

just a little bit of background
for health storylines. You know

de5e3d78-1ed4-46f6-89f9-878f342fac56-2

01:49:52.313 --> 01:49:56.474

who we are, what we do um. So
we're really a patient centric

de5e3d78-1ed4-46f6-89f9-878f342fac56-3

01:49:56.474 --> 01:50:00.293

uh, you know digital operating
system both for care and

de5e3d78-1ed4-46f6-89f9-878f342fac56-4

01:50:00.293 --> 01:50:04.522

research. We've been a unique
player in this space especially

de5e3d78-1ed4-46f6-89f9-878f342fac56-5

01:50:04.522 --> 01:50:08.819

with advocacy organizations as
GAV said earlier where a lot of

de5e3d78-1ed4-46f6-89f9-878f342fac56-6

01:50:08.819 --> 01:50:13.116

them have research, education
and improving outcomes as a part

de5e3d78-1ed4-46f6-89f9-878f342fac56-7

01:50:13.116 --> 01:50:13.730

of their.

5b9932b9-62eb-4fd7-854a-f5e865b18f8c-0

01:50:14.350 --> 01:50:17.317

And so with the different
technology solutions that we

5b9932b9-62eb-4fd7-854a-f5e865b18f8c-1

01:50:17.317 --> 01:50:20.716

have in addition to the advisory
services that we provide, you

5b9932b9-62eb-4fd7-854a-f5e865b18f8c-2

01:50:20.716 --> 01:50:23.630

know we come in and help support
that mission, right.

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-0

01:50:24.770 --> 01:50:28.560

Over the years, you know we've
built a robust and a holistic

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-1

01:50:28.560 --> 01:50:32.537

set of technology solutions that
capture the entire journey and

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-2

01:50:32.537 --> 01:50:36.514

story of patients from hospital
to home to their work settings.

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-3

01:50:36.514 --> 01:50:40.305

And we believe that this patient
data or story is really the

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-4

01:50:40.305 --> 01:50:44.220

missing piece of the puzzle for
any organization that has, you

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-5

01:50:44.220 --> 01:50:47.513

know, better patient care
metrics as a part of their

8cf6d369-0f10-4fc9-b8fa-1a2dd206aff6-6

01:50:47.513 --> 01:50:48.570

emissions, right.

9efcce1d-11c1-4c24-8f53-9114b301211a-0

01:50:50.220 --> 01:50:53.908

Beyond this, you know the
challenges faced by advocacy

9efcce1d-11c1-4c24-8f53-9114b301211a-1

01:50:53.908 --> 01:50:57.663

organizations often sort of
include doing a lot for the

9efcce1d-11c1-4c24-8f53-9114b301211a-2

01:50:57.663 --> 01:51:01.955

patient and research community.

But funding is always an issue.

9efcce1d-11c1-4c24-8f53-9114b301211a-3

01:51:01.955 --> 01:51:06.113

Budgets are limited, and so we
offer a few different ways for

9efcce1d-11c1-4c24-8f53-9114b301211a-4

01:51:06.113 --> 01:51:10.405

patient advocacy organizations
to, you know, build communities,

9efcce1d-11c1-4c24-8f53-9114b301211a-5

01:51:10.405 --> 01:51:14.026

Dr patient and engagement
through things like virtual

9efcce1d-11c1-4c24-8f53-9114b301211a-6

01:51:14.026 --> 01:51:14.630

coaching.

a24f587b-a472-4084-9f4e-5ff9bbfd7b6b-0

01:51:15.320 --> 01:51:19.007

They, you know, and host a
registry for them and then

a24f587b-a472-4084-9f4e-5ff9bbfd7b6b-1

01:51:19.007 --> 01:51:22.558

collect the data that
supplements the data that you

a24f587b-a472-4084-9f4e-5ff9bbfd7b6b-2

01:51:22.558 --> 01:51:24.470

might already be collecting.

d37a4adb-176a-4b87-bca4-e1da9381b6ec-0

01:51:25.860 --> 01:51:29.529

In addition to, you know your
initiatives through all this,

d37a4adb-176a-4b87-bca4-e1da9381b6ec-1

01:51:29.529 --> 01:51:33.198

you know, we include advocacy
organizations to be a part of

d37a4adb-176a-4b87-bca4-e1da9381b6ec-2

01:51:33.198 --> 01:51:36.929

commercial opportunities where
we're having discussions with

d37a4adb-176a-4b87-bca4-e1da9381b6ec-3

01:51:36.929 --> 01:51:40.537

industry stakeholders who are
interested in that long-term

d37a4adb-176a-4b87-bca4-e1da9381b6ec-4

01:51:40.537 --> 01:51:44.389

access to patients and to be a
part of clinical trials, right.

ca93530e-c1c0-46ba-84aa-082803b1dde0-0

01:51:45.810 --> 01:51:46.760

Next slide please.

9528b4eb-d799-44e2-a85b-79de36360fbd-0

01:51:49.460 --> 01:51:53.358

This slide um, you know, sort of
shows you our industry clients

9528b4eb-d799-44e2-a85b-79de36360fbd-1

01:51:53.358 --> 01:51:57.135

and our partners that we've been
working with for a number of

9528b4eb-d799-44e2-a85b-79de36360fbd-2

01:51:57.135 --> 01:52:00.547

years now. As you see on the
right, we've been actively

9528b4eb-d799-44e2-a85b-79de36360fbd-3

01:52:00.547 --> 01:52:04.567

working with a number of patient
advocacy organizations, building

9528b4eb-d799-44e2-a85b-79de36360fbd-4

01:52:04.567 --> 01:52:07.918

and hosting registries, engaging
them on go commercial

9528b4eb-d799-44e2-a85b-79de36360fbd-5

01:52:07.918 --> 01:52:11.877

opportunities. And like I said,
you know, these partnerships are

9528b4eb-d799-44e2-a85b-79de36360fbd-6

01:52:11.877 --> 01:52:13.340

a major campaign for us.

621ca061-f892-4796-a54e-b99ed08595c1-0

01:52:14.240 --> 01:52:18.431

Our goal with these partnerships
has always been to better equip

621ca061-f892-4796-a54e-b99ed08595c1-1

01:52:18.431 --> 01:52:22.494

and empower patients to advocate
for their own health care and

621ca061-f892-4796-a54e-b99ed08595c1-2

01:52:22.494 --> 01:52:26.299

treatment needs. So the next
time they go see a physician,

621ca061-f892-4796-a54e-b99ed08595c1-3

01:52:26.299 --> 01:52:30.104

they're well prepared for shared
decision making. We'll be

621ca061-f892-4796-a54e-b99ed08595c1-4

01:52:30.104 --> 01:52:33.974

talking a little bit more on,
you know, how we sort of work

621ca061-f892-4796-a54e-b99ed08595c1-5

01:52:33.974 --> 01:52:38.166

with advocacy organizations and
our different partnership models

621ca061-f892-4796-a54e-b99ed08595c1-6

01:52:38.166 --> 01:52:38.939

in a minute.

fde21f18-1f00-4fdf-b9cf-bd197c1458fb-0

01:52:40.450 --> 01:52:41.340

Next slide please.

8772678a-71d6-4230-b656-0c63de2773b6-0

01:52:44.810 --> 01:52:45.700

This slide.

4f7cbe77-a95a-4efd-96c7-6937fb97c7d4-0

01:52:47.480 --> 01:52:52.214

Well, it it ties well with what

Nicole is about to show us all

4f7cbe77-a95a-4efd-96c7-6937fb97c7d4-1

01:52:52.214 --> 01:52:56.799

for HCI and TBI patients in

terms of where we derive patient

4f7cbe77-a95a-4efd-96c7-6937fb97c7d4-2

01:52:56.799 --> 01:53:01.308

insights from to help healthcare

stakeholders make informed

4f7cbe77-a95a-4efd-96c7-6937fb97c7d4-3

01:53:01.308 --> 01:53:05.592

decisions. So our technology is

really 3 levels, health,

4f7cbe77-a95a-4efd-96c7-6937fb97c7d4-4

01:53:05.592 --> 01:53:09.876

storylines app, which is a cloud

based app, it's disease

4f7cbe77-a95a-4efd-96c7-6937fb97c7d4-5

01:53:09.876 --> 01:53:14.009

agnostic, fully customizable for
variety of use cases.

71dcfd6e-04f9-438a-9fbf-2d25ff80c2e7-0

01:53:14.780 --> 01:53:19.008

Tell Story Lines created, which
is a clinical decision support

71dcfd6e-04f9-438a-9fbf-2d25ff80c2e7-1

01:53:19.008 --> 01:53:22.901

dashboard used by clinical
researchers, physician groups,

71dcfd6e-04f9-438a-9fbf-2d25ff80c2e7-2

01:53:22.901 --> 01:53:26.862

as well as care teams who use
this platform to have direct

71dcfd6e-04f9-438a-9fbf-2d25ff80c2e7-3

01:53:26.862 --> 01:53:29.480

interactions with patient
populations.

ec0748a3-3e74-465d-bccb-dad4aa68161c-0

01:53:30.070 --> 01:53:33.793

And then finally, he'll
storylines analytics, which is a

ec0748a3-3e74-465d-bccb-dad4aa68161c-1

01:53:33.793 --> 01:53:37.647

portal where D identified

aggregated data is pulled to run

ec0748a3-3e74-465d-bccb-dad4aa68161c-2

01:53:37.647 --> 01:53:41.762

different types of analytics.

We'll, we'll chat and we'll talk

ec0748a3-3e74-465d-bccb-dad4aa68161c-3

01:53:41.762 --> 01:53:45.877

more about these in the demo as

well. When Damien will walk us

ec0748a3-3e74-465d-bccb-dad4aa68161c-4

01:53:45.877 --> 01:53:46.400

through.

858ef79b-8222-4b05-9a83-a37b36258d6e-0

01:53:47.500 --> 01:53:50.090

And uh, next slide please.

dc39ea29-65db-4a77-92f3-6616b0885e37-0

01:53:53.150 --> 01:53:56.981

And finally, these are some of

our partnership models with

dc39ea29-65db-4a77-92f3-6616b0885e37-1

01:53:56.981 --> 01:54:00.942

advocacy organizations. The
first one is where, uh, advocacy

dc39ea29-65db-4a77-92f3-6616b0885e37-2

01:54:00.942 --> 01:54:04.708

organizations would be actively
promoting the platform to

dc39ea29-65db-4a77-92f3-6616b0885e37-3

01:54:04.708 --> 01:54:08.604

healthcare professionals and
patients. If this is the case,

dc39ea29-65db-4a77-92f3-6616b0885e37-4

01:54:08.604 --> 01:54:12.370

we usually donate to those
patient advocacy organizations

dc39ea29-65db-4a77-92f3-6616b0885e37-5

01:54:12.370 --> 01:54:16.202

for the associated effort,
meaning that it's free. Another

dc39ea29-65db-4a77-92f3-6616b0885e37-6

01:54:16.202 --> 01:54:19.513

one is where patient
organizations actively secure

dc39ea29-65db-4a77-92f3-6616b0885e37-7

01:54:19.513 --> 01:54:23.279

funding from the industry,
whether it's a pair or pharma.

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-0

01:54:23.350 --> 01:54:27.405

As a sponsor and would like to
utilize the platform for either

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-1

01:54:27.405 --> 01:54:31.010

decentralized clinical trials,
generation of real-world

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-2

01:54:31.010 --> 01:54:34.744

evidence, or even patient
support programs, then whatever

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-3

01:54:34.744 --> 01:54:38.478

is paid to us by the industry
sponsor, we always donate a

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-4

01:54:38.478 --> 01:54:42.405

percentage back to the patient

advocacy organization and the

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-5

01:54:42.405 --> 01:54:46.461

third one is where you know, the
advocacy organization pays US

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-6

01:54:46.461 --> 01:54:50.259

and licenses the platform
because they they understand the

2b0dce3e-b710-4f0f-9724-1e04d9c83c23-7

01:54:50.259 --> 01:54:53.350

licensing agreement helps us
with contributing.

6b0b8a75-6f21-4038-b010-17fb0d011aa9-0

01:54:53.420 --> 01:54:57.175

Back to the adversary advocacy
group, uh through Co commercial

6b0b8a75-6f21-4038-b010-17fb0d011aa9-1

01:54:57.175 --> 01:55:00.395

opportunities where we have
discussions with industry

6b0b8a75-6f21-4038-b010-17fb0d011aa9-2

01:55:00.395 --> 01:55:01.170

stakeholders.

6881b4e2-0e58-4da8-b43e-ed69c8648316-0

01:55:04.130 --> 01:55:07.512

Alright. The other question we
have a question from Doctor

6881b4e2-0e58-4da8-b43e-ed69c8648316-1

01:55:07.512 --> 01:55:08.200

Brian Brian.

dbd064ae-89ab-409c-ab17-1228e40f0cc1-0

01:55:13.060 --> 01:55:14.380

Ohh, you're muted Brian.

f65aee9d-fc6a-45bb-ab8a-6d7d417ba98b-0

01:55:15.690 --> 01:55:19.695

Thank you. So you you talk about
different experiences you worked

f65aee9d-fc6a-45bb-ab8a-6d7d417ba98b-1

01:55:19.695 --> 01:55:23.397

with patient advocacy groups,
but these give is a little bit

f65aee9d-fc6a-45bb-ab8a-6d7d417ba98b-2

01:55:23.397 --> 01:55:27.160

different in that it it is like
a patient advocacy group, but

f65aee9d-fc6a-45bb-ab8a-6d7d417ba98b-3

01:55:27.160 --> 01:55:31.104

it's also state funded. Have you
so there's kind of limits to to

f65aee9d-fc6a-45bb-ab8a-6d7d417ba98b-4

01:55:31.104 --> 01:55:34.746

to to what our group does have
you worked with this type of

f65aee9d-fc6a-45bb-ab8a-6d7d417ba98b-5

01:55:34.746 --> 01:55:35.960

group that's like a?

2b836be5-eeee-4bde-89de-ce2e962bf65c-0

01:55:36.600 --> 01:55:39.690

Kind of government based group
like that, like ours.

14e211c9-3eb3-4863-9e59-85ff162138ce-0

01:55:41.500 --> 01:55:45.050

We have worked predominantly
with patient advocacy

14e211c9-3eb3-4863-9e59-85ff162138ce-1

01:55:45.050 --> 01:55:49.436

organizations with some links to
government entities for sure.

14e211c9-3eb3-4863-9e59-85ff162138ce-2

01:55:49.436 --> 01:55:53.753

Um, we're in the process of, you
know, working with more such

14e211c9-3eb3-4863-9e59-85ff162138ce-3

01:55:53.753 --> 01:55:57.860

groups. But for now, like we're
we're basically, you know,

14e211c9-3eb3-4863-9e59-85ff162138ce-4

01:55:57.860 --> 01:56:01.690

working with the VA that could
be sort of one of them.

79a7efe3-b18a-46f2-b252-a2171e565c93-0

01:56:03.580 --> 01:56:04.040

But yeah.

a887c6a7-f353-4274-934d-eb1ff3f3f70e-0

01:56:07.490 --> 01:56:12.085

Alright, thanks. We've also
worked with the VA Veterans

a887c6a7-f353-4274-934d-eb1ff3f3f70e-1

01:56:12.085 --> 01:56:15.040

Affairs and we've actually had
two.

f1f890f0-ff7d-44f4-834d-479f2b11cc53-0

01:56:17.070 --> 01:56:20.473

Re. I'm sorry, I'm blanking
right now, but we've had to kind

f1f890f0-ff7d-44f4-834d-479f2b11cc53-1

01:56:20.473 --> 01:56:24.100

of beef up some of our security
protocols. The way we handle our

f1f890f0-ff7d-44f4-834d-479f2b11cc53-2

01:56:24.100 --> 01:56:27.448

information as well through
processes like that. But the VA

f1f890f0-ff7d-44f4-834d-479f2b11cc53-3

01:56:27.448 --> 01:56:30.740

is somebody we've worked with
fairly extensively. And then

f1f890f0-ff7d-44f4-834d-479f2b11cc53-4

01:56:30.740 --> 01:56:33.697

we've also built up a
collaboration with the veteran

f1f890f0-ff7d-44f4-834d-479f2b11cc53-5

01:56:33.697 --> 01:56:36.822

Veterans Prostate Cancer

Awareness team as well. And we

f1f890f0-ff7d-44f4-834d-479f2b11cc53-6

01:56:36.822 --> 01:56:39.109

have a Co branded application
with them.

c0d1110f-26d7-4713-8acb-9b3e89aa2eb2-0

01:56:44.450 --> 01:56:45.400

Thanks, Damian.

1d49bc71-b015-4bcb-85dc-184877f13087-0

01:56:46.280 --> 01:56:46.740

Umm.

e6c7e24d-c113-46a0-9e00-431af2a41ac1-0

01:56:48.420 --> 01:56:53.454

Alright, so um, thank you,
Anshul. Um, I'm going to move on

e6c7e24d-c113-46a0-9e00-431af2a41ac1-1

01:56:53.454 --> 01:56:57.986

to my portion of the
presentation, so I'm going to be

e6c7e24d-c113-46a0-9e00-431af2a41ac1-2

01:56:57.986 --> 01:57:02.266

talking about some of the
research we did with the

e6c7e24d-c113-46a0-9e00-431af2a41ac1-3

01:57:02.266 --> 01:57:07.636

University of British Columbia
and health storylines and spinal

e6c7e24d-c113-46a0-9e00-431af2a41ac1-4

01:57:07.636 --> 01:57:12.923

cord injury populations. So we
did a couple papers, one in the

e6c7e24d-c113-46a0-9e00-431af2a41ac1-5

01:57:12.923 --> 01:57:18.210

development of our app for self
management and SI communities.

06664ba8-3b32-4b37-a160-4634367868c3-0

01:57:18.500 --> 01:57:23.757

And some of our the main themes
we found are that it was a very

06664ba8-3b32-4b37-a160-4634367868c3-1

01:57:23.757 --> 01:57:28.851

individualized and user friendly
app. I know that some of you

06664ba8-3b32-4b37-a160-4634367868c3-2

01:57:28.851 --> 01:57:30.330

were asking about.

6910acc5-4e3b-4333-a0fe-709876874fd0-0

01:57:31.690 --> 01:57:36.554

Is it accessible for people who
are unable to use their hands?

6910acc5-4e3b-4333-a0fe-709876874fd0-1

01:57:36.554 --> 01:57:41.110

While we found that, Umm, we
sorry, we found that you know

6910acc5-4e3b-4333-a0fe-709876874fd0-2

01:57:41.110 --> 01:57:46.128

many people were able to use the
app and the app is also able to

6910acc5-4e3b-4333-a0fe-709876874fd0-3

01:57:46.128 --> 01:57:50.607

pair with a second assistive
technologies as well. So you

6910acc5-4e3b-4333-a0fe-709876874fd0-4

01:57:50.607 --> 01:57:55.548

know if they can't use the app
with their hand for example they

6910acc5-4e3b-4333-a0fe-709876874fd0-5

01:57:55.548 --> 01:58:00.645

can pair it with other assistive

technologies to make that easier

6910acc5-4e3b-4333-a0fe-709876874fd0-6

01:58:00.645 --> 01:58:01.340

for them.

e722592b-203f-47c0-bda0-65d3dc0e0cf5-0

01:58:02.100 --> 01:58:02.750

Um.

ce4b41aa-eec7-481d-9a8c-ec8bf64d2be8-0

01:58:04.370 --> 01:58:07.710

You know, one of the things we
found is that.

ff67ca52-1a6e-4f62-a7c2-71297157ea1b-0

01:58:09.570 --> 01:58:13.840

Um, we ohh sorry. So in this
study, uh we used um.

30c027fa-d0aa-412f-92ed-381afabb7c0b-0

01:58:14.750 --> 01:58:18.011

We looked at stakeholders
perspectives on a self

30c027fa-d0aa-412f-92ed-381afabb7c0b-1

01:58:18.011 --> 01:58:20.540

management app. So we looked at
both.

64cb364c-c9d8-4a61-9289-f43299026a1a-0

01:58:21.640 --> 01:58:26.380

The perspectives of patients and
caregivers and the findings

64cb364c-c9d8-4a61-9289-f43299026a1a-1

01:58:26.380 --> 01:58:31.354

showed that, you know, they were
able to use it to, sorry, they

64cb364c-c9d8-4a61-9289-f43299026a1a-2

01:58:31.354 --> 01:58:36.173

were able to use it to achieve
their target goals and some of

64cb364c-c9d8-4a61-9289-f43299026a1a-3

01:58:36.173 --> 01:58:41.069

the features we have in the app,
like daily reminders and goal

64cb364c-c9d8-4a61-9289-f43299026a1a-4

01:58:41.069 --> 01:58:46.043

setting. And they were able to
promote that self management and

64cb364c-c9d8-4a61-9289-f43299026a1a-5

01:58:46.043 --> 01:58:49.229

motivation they needed on their

journey.

dfa6bc0d-487b-4724-9e35-973d7847c5be-0

01:58:50.590 --> 01:58:54.733

We have tools like medication,
um, tractor, stool and urine

dfa6bc0d-487b-4724-9e35-973d7847c5be-1

01:58:54.733 --> 01:58:58.807

trackers, and a journaling
feature. Um, so people are able

dfa6bc0d-487b-4724-9e35-973d7847c5be-2

01:58:58.807 --> 01:59:01.500

to really reflect on their
experience.

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-0

01:59:03.430 --> 01:59:07.426

In the second article, we looked
at the usability of health,

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-1

01:59:07.426 --> 01:59:11.357

storylines and spinal cord
injury populations, and we found

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-2

01:59:11.357 --> 01:59:15.287

that the usability was above
average because the technology

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-3

01:59:15.287 --> 01:59:19.218

was supported of their needs
through assistive technologies

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-4

01:59:19.218 --> 01:59:23.477

like I was talking about before.
And one of the biggest findings

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-5

01:59:23.477 --> 01:59:27.276

is people reported that they
liked having the control and

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-6

01:59:27.276 --> 01:59:31.273

ability to store and see their
own health data. It made them

eff7b0cb-5d8c-4b92-9c41-4dbb8c2e4774-7

01:59:31.273 --> 01:59:34.679

feel like they're more in
control of their journey.

92e69ad0-74b9-460c-b537-0b263a87bfa7-0

01:59:34.770 --> 01:59:37.100

And they had a better spot along
the way.

90af79f8-2e16-4d85-a2f9-275f74dab00d-0

01:59:38.310 --> 01:59:42.690

So with that being said, that's
really important to hold on to

90af79f8-2e16-4d85-a2f9-275f74dab00d-1

01:59:42.690 --> 01:59:47.140

because in the next portion of
my presentation, I'll be showing

90af79f8-2e16-4d85-a2f9-275f74dab00d-2

01:59:47.140 --> 01:59:48.740

you what the result of.

3c89d66c-bd4b-499b-94e6-22bc018e726d-0

01:59:49.710 --> 01:59:52.040

People feeling empowered.

f78a16b6-927f-469e-b04c-bdc10001a6bd-0

01:59:54.140 --> 01:59:57.642

What people feeling empowered
using their health data looks

f78a16b6-927f-469e-b04c-bdc10001a6bd-1

01:59:57.642 --> 02:00:00.970

like and how that can help them
on their health journey.

dfdcfe97-70a9-4a6a-aaeb-8c405b648174-0

02:00:01.920 --> 02:00:06.538

So I bring to you themes from a
person's journey with spinal

dfdcfe97-70a9-4a6a-aaeb-8c405b648174-1

02:00:06.538 --> 02:00:09.870

cord injuries and traumatic
brain injuries.

bf382320-c5bf-4269-9bdd-1e0889bd8a65-0

02:00:11.380 --> 02:00:15.830

Um, so four people in this
communities, um, you know, it's

bf382320-c5bf-4269-9bdd-1e0889bd8a65-1

02:00:15.830 --> 02:00:20.808

a very unique experience because
most of the time it's acquired a

bf382320-c5bf-4269-9bdd-1e0889bd8a65-2

02:00:20.808 --> 02:00:25.258

lot of times it's from an
accident and it really endangers

bf382320-c5bf-4269-9bdd-1e0889bd8a65-3

02:00:25.258 --> 02:00:29.859

their independence ability and
understanding of life because

bf382320-c5bf-4269-9bdd-1e0889bd8a65-4

02:00:29.859 --> 02:00:33.479

they have to face a new reality
all the way so.

f0c179e2-a0c8-40f8-b50d-2a14d726d338-0

02:00:34.260 --> 02:00:38.834

To to look at these, um,
insights. Uh, we did a thematic

f0c179e2-a0c8-40f8-b50d-2a14d726d338-1

02:00:38.834 --> 02:00:43.730

analysis um with patients who
use the health storylines app.

ce91ffa6-6abb-49e0-a6bc-5241aa9cb642-0

02:00:44.420 --> 02:00:48.309

And some of the things that are
really important to focus on

ce91ffa6-6abb-49e0-a6bc-5241aa9cb642-1

02:00:48.309 --> 02:00:52.199

when you're looking at patient
data are to really understand

ce91ffa6-6abb-49e0-a6bc-5241aa9cb642-2

02:00:52.199 --> 02:00:56.280

their perspectives is to look at
how they're feeling about that

ce91ffa6-6abb-49e0-a6bc-5241aa9cb642-3

02:00:56.280 --> 02:01:00.360

experience, like what are they
thinking along the way? What are

ce91ffa6-6abb-49e0-a6bc-5241aa9cb642-4

02:01:00.360 --> 02:01:04.314

they seeing like who are they
seeing on their journey and who

ce91ffa6-6abb-49e0-a6bc-5241aa9cb642-5

02:01:04.314 --> 02:01:07.629

they who do they listen to? It's
important to know.

ecacc4f3-0e63-4817-b84c-dbf78b3cf540-0

02:01:08.970 --> 02:01:13.792

You know who has say in their
life or what, or what meaning

ecacc4f3-0e63-4817-b84c-dbf78b3cf540-1

02:01:13.792 --> 02:01:18.615

they put on certain people in
their journey. And then what?

ecacc4f3-0e63-4817-b84c-dbf78b3cf540-2

02:01:18.615 --> 02:01:21.830

What are their attitudes along
the way?

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-0

02:01:22.680 --> 02:01:27.115

Um, our focus areas. Uh, really
look at the whole journey. So

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-1

02:01:27.115 --> 02:01:31.407

you know what? What is their
treatment experience like? How

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-2

02:01:31.407 --> 02:01:35.628

what is their social site?
Sorry, psychosocial impact. How

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-3

02:01:35.628 --> 02:01:39.491

is their quality of life
threatened? Like, how can we

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-4

02:01:39.491 --> 02:01:43.926

increase their quality of life?

What are the ways they can do

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-5

02:01:43.926 --> 02:01:48.290

that? What are decisions made?

What decisions are made along

dc58403b-9ab4-47fe-8886-cd3d5cd1988f-6

02:01:48.290 --> 02:01:52.009

the way. So I'll be going into

overall themes from.

977a8146-8304-4dd7-b765-45b9051ac2d5-0

02:01:52.600 --> 02:01:57.871

Um, SI and TBI and they're

looking at specific themes that

977a8146-8304-4dd7-b765-45b9051ac2d5-1

02:01:57.871 --> 02:02:00.910

were only found in those

cohorts.

70cf87dd-c144-4140-89d1-208246a6a027-0

02:02:01.980 --> 02:02:07.510

Um, so we're going to start with

quality of life. Um, quality of

70cf87dd-c144-4140-89d1-208246a6a027-1

02:02:07.510 --> 02:02:11.850

life is talked about a lot. Um
impatience because.

4c494707-c09e-49b0-b21e-51f02339f2d1-0

02:02:12.580 --> 02:02:19.020

Um, knowing their capabilities
is important and when you suffer

4c494707-c09e-49b0-b21e-51f02339f2d1-1

02:02:19.020 --> 02:02:23.750

an injury, it's diminishing to
the experience.

71f802e4-901f-4409-89e9-1a11e11625e8-0

02:02:24.910 --> 02:02:28.060

Because oftentimes people are
assuming.

95b36a64-410e-43f3-872c-43722b4d95e7-0

02:02:28.780 --> 02:02:32.513

Sorry. Um, oftentimes people
assume your limits when you

95b36a64-410e-43f3-872c-43722b4d95e7-1

02:02:32.513 --> 02:02:36.311

think you might be able to do
something and someone says,

95b36a64-410e-43f3-872c-43722b4d95e7-2

02:02:36.311 --> 02:02:40.503

like, I don't think you're able
to do that because of this. You

95b36a64-410e-43f3-872c-43722b4d95e7-3

02:02:40.503 --> 02:02:44.629

know, that's very diminishing
and that decreases their quality

95b36a64-410e-43f3-872c-43722b4d95e7-4

02:02:44.629 --> 02:02:46.070

of life along the way.

6fed0d2b-4ec7-4750-be96-64fb52b6ce34-0

02:02:47.970 --> 02:02:48.550

So.

22b1d756-587e-4a97-96cf-003b0c3b5f59-0

02:02:50.360 --> 02:02:54.799

Uh, sorry, um, but independence
is very important when it comes

22b1d756-587e-4a97-96cf-003b0c3b5f59-1

02:02:54.799 --> 02:02:59.239

to increasing those feelings of
quality of life. So some of the

22b1d756-587e-4a97-96cf-003b0c3b5f59-2

02:02:59.239 --> 02:03:02.985

themes that were found under
quality of life in these

22b1d756-587e-4a97-96cf-003b0c3b5f59-3

02:03:02.985 --> 02:03:07.494

cohorts, where that even though
they might have people along the

22b1d756-587e-4a97-96cf-003b0c3b5f59-4

02:03:07.494 --> 02:03:11.101

way to support them, it's
isolating to know all the

22b1d756-587e-4a97-96cf-003b0c3b5f59-5

02:03:11.101 --> 02:03:15.541

pressure is on them. You know,
they might have help. They might

22b1d756-587e-4a97-96cf-003b0c3b5f59-6

02:03:15.541 --> 02:03:19.842

have lots of people in their
life. But at the end of the day,

22b1d756-587e-4a97-96cf-003b0c3b5f59-7

02:03:19.842 --> 02:03:21.229

it's all up to them.

9b692afe-389b-40c5-9f83-0d2025f7871b-0

02:03:21.320 --> 02:03:23.850

And that's a really scary
feeling to have.

fec5a533-cd82-45a1-b0f6-05d75cab314a-0

02:03:24.700 --> 02:03:29.310

Um, and you know, it's not even
just feeling that way, but

fec5a533-cd82-45a1-b0f6-05d75cab314a-1

02:03:29.310 --> 02:03:33.140

people also have pain they
experience, you know.

a5cc86f7-6b85-4bc1-a1d8-5d78b28f9a15-0

02:03:33.810 --> 02:03:38.174

Your whole body might be
hurting, or you might have. You

a5cc86f7-6b85-4bc1-a1d8-5d78b28f9a15-1

02:03:38.174 --> 02:03:42.538

might have migraines every
single day. Um affecting your

a5cc86f7-6b85-4bc1-a1d8-5d78b28f9a15-2

02:03:42.538 --> 02:03:44.070

ability to function.

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-0

02:03:44.900 --> 02:03:49.034

Um, and this makes it hard
because you're not sure when you

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-1

02:03:49.034 --> 02:03:52.617

can participate in the things
you used to love you.

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-2

02:03:52.617 --> 02:03:56.683

Participate in just those
day-to-day things that you would

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-3

02:03:56.683 --> 02:04:00.817

like to participate in, but
people have hope for the future

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-4

02:04:00.817 --> 02:04:04.952

just because they're unable to
do it at that moment in time

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-5

02:04:04.952 --> 02:04:09.086

doesn't mean they don't have
hope that they will be able to

9c84d58e-8b40-4f90-8cd1-377ec3c9a44e-6

02:04:09.086 --> 02:04:09.500

do it.

6b1c775d-2849-4a25-abc9-4926c2c52880-0

02:04:11.160 --> 02:04:15.042

And um on top of that, like

fighting exhaustion is

6b1c775d-2849-4a25-abc9-4926c2c52880-1

02:04:15.042 --> 02:04:19.610

debilitating and people don't

know how to overcome that all

6b1c775d-2849-4a25-abc9-4926c2c52880-2

02:04:19.610 --> 02:04:23.798

the time. So it's really

important to understand these

6b1c775d-2849-4a25-abc9-4926c2c52880-3

02:04:23.798 --> 02:04:28.290

themes and understand how we can

help people work towards.

5a047ee1-47ee-4b45-843b-e8326df69875-0

02:04:30.160 --> 02:04:34.448

Kind of understanding like what

is too much for them and people

5a047ee1-47ee-4b45-843b-e8326df69875-1

02:04:34.448 --> 02:04:38.469

are able to talk about that in
the app. You know people are

5a047ee1-47ee-4b45-843b-e8326df69875-2

02:04:38.469 --> 02:04:42.624

talking about, you know, OK,
this is this is a little bit too

5a047ee1-47ee-4b45-843b-e8326df69875-3

02:04:42.624 --> 02:04:46.913

much for me. You know I need to
tone it down. I need to relax a

5a047ee1-47ee-4b45-843b-e8326df69875-4

02:04:46.913 --> 02:04:50.867

little bit more and know my
limits and through that people

5a047ee1-47ee-4b45-843b-e8326df69875-5

02:04:50.867 --> 02:04:54.619

through the app people are able
to track those metrics.

66c09629-3610-4436-aa9a-8509c30c0bed-0

02:04:56.720 --> 02:04:59.470

Move on to a sycho social so.

951fc12b-aaf5-4603-ad5d-b9b955b081eb-0

02:05:00.740 --> 02:05:04.381

As I said, people want to
improve, they they want to see

951fc12b-aaf5-4603-ad5d-b9b955b081eb-1

02:05:04.381 --> 02:05:08.278

positive change, and even when
those changes are small, they

951fc12b-aaf5-4603-ad5d-b9b955b081eb-2

02:05:08.278 --> 02:05:11.728

still make a big difference
because it's another step

951fc12b-aaf5-4603-ad5d-b9b955b081eb-3

02:05:11.728 --> 02:05:14.540

forward to getting their
independence back.

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-0

02:05:15.330 --> 02:05:19.520

Um, so you know, people have
that need to new move forward

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-1

02:05:19.520 --> 02:05:24.066

and even if the changes small,
it still means a lot to them and

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-2

02:05:24.066 --> 02:05:28.612

that's something they like to.

Sorry that's something they like

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-3

02:05:28.612 --> 02:05:32.661

to reflect on. You know this

person. You know one of the

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-4

02:05:32.661 --> 02:05:37.064

verbatim here you know they're

proud that they achieved a new

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-5

02:05:37.064 --> 02:05:41.539

new movement because that's one

step towards that independence

06ebee88-f8dd-4d8a-8e82-8ad0fdf625e9-6

02:05:41.539 --> 02:05:45.020

they really want. And when you

feel independent.

58ff3353-537e-44fc-9308-43e63ea66d85-0

02:05:45.300 --> 02:05:50.741

Um, you know it. It encourages

people to want to cope, and when

58ff3353-537e-44fc-9308-43e63ea66d85-1

02:05:50.741 --> 02:05:56.098

people want to cope, they will
find ways to address the impact

58ff3353-537e-44fc-9308-43e63ea66d85-2

02:05:56.098 --> 02:06:00.180

by learning other strategies to
help them cope.

e58d4ef3-bada-4d51-b0e0-781d212d693d-0

02:06:01.530 --> 02:06:05.742

Um, but sometimes you know, with
all, like with fine, sorry.

e58d4ef3-bada-4d51-b0e0-781d212d693d-1

02:06:05.742 --> 02:06:08.160

Sometimes in finding ways to
cope.

13b8dd6c-d439-4115-b258-759690123b87-0

02:06:09.100 --> 02:06:13.646

People also have that exhaustion
as well, sometimes coping and

13b8dd6c-d439-4115-b258-759690123b87-1

02:06:13.646 --> 02:06:18.193

doing lots to make yourself feel

better can also be tiring, so

13b8dd6c-d439-4115-b258-759690123b87-2

02:06:18.193 --> 02:06:22.812

people have to know their limits

and people have to. And that's

13b8dd6c-d439-4115-b258-759690123b87-3

02:06:22.812 --> 02:06:26.060

kind of hard for people to

accept sometimes.

d6ecb549-2941-4fdc-ae63-bb53ef0fe883-0

02:06:27.080 --> 02:06:27.460

Umm.

3804d1f2-e858-46c7-8223-05e366a85ece-0

02:06:29.340 --> 02:06:32.996

So, Umm, decision conflict. So

like I said, I'm decision

3804d1f2-e858-46c7-8223-05e366a85ece-1

02:06:32.996 --> 02:06:36.716

conflicts are important to look

at in the patient journey

3804d1f2-e858-46c7-8223-05e366a85ece-2

02:06:36.716 --> 02:06:37.230

because.

d27f01d0-0297-48d1-885c-c7950310c0e6-0

02:06:39.120 --> 02:06:43.711

Because there's a big shift from
what their life looked like

d27f01d0-0297-48d1-885c-c7950310c0e6-1

02:06:43.711 --> 02:06:48.454

before they acquired their TBI
or SDI. So sometimes because of

d27f01d0-0297-48d1-885c-c7950310c0e6-2

02:06:48.454 --> 02:06:53.046

that shift, it can conjure some
conflict. And the way people

d27f01d0-0297-48d1-885c-c7950310c0e6-3

02:06:53.046 --> 02:06:57.713

want to live their life versus
the way people kind of have to

d27f01d0-0297-48d1-885c-c7950310c0e6-4

02:06:57.713 --> 02:07:02.682

live their life, they're kind of
forced to live this life for the

d27f01d0-0297-48d1-885c-c7950310c0e6-5

02:07:02.682 --> 02:07:07.424

time being. And one of the a big

decision conflict that really

d27f01d0-0297-48d1-885c-c7950310c0e6-6

02:07:07.424 --> 02:07:10.210

stuck out is that recovery is

not a.

d1438b37-d660-4b7a-ae3a-b54e157c2c3a-0

02:07:10.310 --> 02:07:14.040

A race you really have to listen

to your body on the way.

2853a566-23e6-46e0-943e-34463d36ae7c-0

02:07:15.640 --> 02:07:20.870

And people, you know, we see

that reflected in the data.

a5e4c9fe-54f0-43d6-8b7d-dd1e13bf3945-0

02:07:22.670 --> 02:07:28.230

You see that people have you see

that people are looking at.

2c7f6d51-8599-416b-9318-e3498046120c-0

02:07:28.890 --> 02:07:30.660

Um how they?

dd9f3272-add1-41e5-87c0-69a8c79c4ba6-0

02:07:31.740 --> 02:07:35.370

Like, what is too much for them

and you know.

f8da0861-a569-4ba1-bf85-e6fcd613232b-0

02:07:36.510 --> 02:07:40.177

Yeah. What is too much for them

and like the times they need to

f8da0861-a569-4ba1-bf85-e6fcd613232b-1

02:07:40.177 --> 02:07:40.750

slow down.

b86817cd-c5ff-484b-9c28-d788563474a5-0

02:07:43.440 --> 02:07:47.760

Keeping in mind that slowing

down is part of the process and

b86817cd-c5ff-484b-9c28-d788563474a5-1

02:07:47.760 --> 02:07:50.310

it is part of the recovery

process.

c4c4a087-2c37-4d78-a894-0769d30ebc90-0

02:07:52.310 --> 02:07:56.527

And then also that the path to

recovery isn't straightforward

c4c4a087-2c37-4d78-a894-0769d30ebc90-1

02:07:56.527 --> 02:08:00.473

and it can feel endless for

people because, you know, you

c4c4a087-2c37-4d78-a894-0769d30ebc90-2

02:08:00.473 --> 02:08:04.487

could be improving and, you
know, accomplishing things you

c4c4a087-2c37-4d78-a894-0769d30ebc90-3

02:08:04.487 --> 02:08:08.705

want to in your recovery and
then all of a sudden kind of hit

c4c4a087-2c37-4d78-a894-0769d30ebc90-4

02:08:08.705 --> 02:08:12.515

a plateau. And that can be
really difficult to overcome

c4c4a087-2c37-4d78-a894-0769d30ebc90-5

02:08:12.515 --> 02:08:16.665

because people feel like they're
kind of stuck in that place

c4c4a087-2c37-4d78-a894-0769d30ebc90-6

02:08:16.665 --> 02:08:20.883

forever. So, you know, those are
some of the biggest decision

c4c4a087-2c37-4d78-a894-0769d30ebc90-7

02:08:20.883 --> 02:08:22.380

conflicts. And lastly.

cf5d70c6-f379-49c5-8c74-077df916d24f-0

02:08:22.580 --> 02:08:27.624

Patient interactions and uh,
this is a bit really big part of

cf5d70c6-f379-49c5-8c74-077df916d24f-1

02:08:27.624 --> 02:08:32.180

the journey. So you know people
who receive support are

cf5d70c6-f379-49c5-8c74-077df916d24f-2

02:08:32.180 --> 02:08:37.388

generally more positive on their
journey, but even with support

cf5d70c6-f379-49c5-8c74-077df916d24f-3

02:08:37.388 --> 02:08:42.270

unmet needs are common in the
healthcare system. But having

cf5d70c6-f379-49c5-8c74-077df916d24f-4

02:08:42.270 --> 02:08:47.151

people who support their goals
and help them overcome their

cf5d70c6-f379-49c5-8c74-077df916d24f-5

02:08:47.151 --> 02:08:47.640

goals.

dbf2e4b6-0d00-43ae-8838-0a330655da58-0

02:08:49.660 --> 02:08:54.005

They're able to achieve better
health outcomes that way. So the

dbf2e4b6-0d00-43ae-8838-0a330655da58-1

02:08:54.005 --> 02:08:58.079

first thing is that a part of
successful recovery is having

dbf2e4b6-0d00-43ae-8838-0a330655da58-2

02:08:58.079 --> 02:09:02.289

people around you who love and
care. Having people around you

dbf2e4b6-0d00-43ae-8838-0a330655da58-3

02:09:02.289 --> 02:09:06.498

that care about you, that care
about your well-being and just

dbf2e4b6-0d00-43ae-8838-0a330655da58-4

02:09:06.498 --> 02:09:10.708

want to make things better for
you improves the journey a lot

dbf2e4b6-0d00-43ae-8838-0a330655da58-5

02:09:10.708 --> 02:09:14.986

because it takes a lot of the
weight off of them. Like I said,

dbf2e4b6-0d00-43ae-8838-0a330655da58-6

02:09:14.986 --> 02:09:19.467

they at the end of the day, they
know it's up to them. But having

dbf2e4b6-0d00-43ae-8838-0a330655da58-7

02:09:19.467 --> 02:09:20.350

that support.

0a42e5a1-7c62-4db6-964a-b99efde5088a-0

02:09:20.420 --> 02:09:22.240

There just makes it so much
better.

8429e7f0-4f3f-4ab9-8e2b-8986e399c664-0

02:09:23.040 --> 02:09:28.023

Um unmet needs. So there is a
lack of support and resources

8429e7f0-4f3f-4ab9-8e2b-8986e399c664-1

02:09:28.023 --> 02:09:32.010

and this leads to a decline in
quality of life.

e2a73980-b7f8-489e-883e-73fe88f6ea99-0

02:09:33.140 --> 02:09:38.092

And this has to do with like
rehab programs housing, you

e2a73980-b7f8-489e-883e-73fe88f6ea99-1

02:09:38.092 --> 02:09:43.652

know, lack of income because of
their injury, not being able to

e2a73980-b7f8-489e-883e-73fe88f6ea99-2

02:09:43.652 --> 02:09:49.038

pay for the rehab, they need to
get their life started again.

e2a73980-b7f8-489e-883e-73fe88f6ea99-3

02:09:49.038 --> 02:09:53.730

And that can be really hard for
people to experience.

6059172c-1a0c-49c9-aaee-049830435f44-0

02:09:54.510 --> 02:09:54.960

Um.

daf27ea1-0c91-401f-ba1c-310e6b9c1f6e-0

02:09:55.840 --> 02:10:01.072

So we so so with that there's a
need for stakeholders in the

daf27ea1-0c91-401f-ba1c-310e6b9c1f6e-1

02:10:01.072 --> 02:10:06.476

healthcare community that are
aligned with patient goals. They

daf27ea1-0c91-401f-ba1c-310e6b9c1f6e-2

02:10:06.476 --> 02:10:11.280

want to be listened to and they
want to feel cared for.

da03f215-cbef-42df-921a-18758b63215a-0

02:10:11.960 --> 02:10:12.780

And so.

a0ec4c1c-9ea8-4bfa-8f3b-546cf76fb6e6-0

02:10:13.630 --> 02:10:17.373

You know, if we can listen to
their needs and care for them

a0ec4c1c-9ea8-4bfa-8f3b-546cf76fb6e6-1

02:10:17.373 --> 02:10:17.810

better.

f8211830-4b8d-4273-8c6d-fc87e4c173b6-0

02:10:19.640 --> 02:10:23.468

Then we can align with them
better, because they do feel

f8211830-4b8d-4273-8c6d-fc87e4c173b6-1

02:10:23.468 --> 02:10:27.229

unaligned and unheard in the

healthcare system and even

f8211830-4b8d-4273-8c6d-fc87e4c173b6-2

02:10:27.229 --> 02:10:27.700

though.

3f84998e-4b17-4544-956a-b132694db68f-0

02:10:29.430 --> 02:10:30.490

Even though.

83fa312a-9618-4105-b04f-3c48e9078658-0

02:10:32.160 --> 02:10:36.682

You know, someone might look

like they're not able to achieve

83fa312a-9618-4105-b04f-3c48e9078658-1

02:10:36.682 --> 02:10:41.060

something. People want to feel

encouraged on their journey.

ce934cc8-ca3e-401f-bc74-7c4de2529a25-0

02:10:42.160 --> 02:10:47.711

Um, so though that's the end of

the common themes, I'm going to

ce934cc8-ca3e-401f-bc74-7c4de2529a25-1

02:10:47.711 --> 02:10:49.880

move on to the SI themes.

3187e0f3-c952-47b9-a9a8-730f9edc3415-0

02:10:50.540 --> 02:10:51.130

So.

d6cfd78d-599f-48c3-b77a-82bf0866550f-0

02:10:52.380 --> 02:10:52.920

Um.

ecbb7e86-b4a6-427b-81b0-936b690cea1d-0

02:10:54.060 --> 02:10:56.150

Persons with spinal cord

injuries.

947273fc-b28f-46a5-ae15-0ea42e0c193f-0

02:10:57.890 --> 02:11:02.353

Are able to overcome major
obstacles of many of them feel

947273fc-b28f-46a5-ae15-0ea42e0c193f-1

02:11:02.353 --> 02:11:06.585

like their abilities are
underestimated along the way,

947273fc-b28f-46a5-ae15-0ea42e0c193f-2

02:11:06.585 --> 02:11:10.740

and that can feel really
discouraging when other when

947273fc-b28f-46a5-ae15-0ea42e0c193f-3

02:11:10.740 --> 02:11:12.280

others perceive you.

cf074583-dcad-4d76-8730-693ac5ed33fa-0

02:11:14.370 --> 02:11:19.025

Yeah, when other sorry that can

be, um, you know a really

cf074583-dcad-4d76-8730-693ac5ed33fa-1

02:11:19.025 --> 02:11:23.441

debilitating experience, uh.

When others perceive your

cf074583-dcad-4d76-8730-693ac5ed33fa-2

02:11:23.441 --> 02:11:28.257

physical state as something

different than you see it. Umm,

cf074583-dcad-4d76-8730-693ac5ed33fa-3

02:11:28.257 --> 02:11:28.980

you know?

c5981e96-2bcc-429d-9765-1528601d4e8d-0

02:11:30.890 --> 02:11:35.266

People don't wanna be

underestimated. I'm just because

c5981e96-2bcc-429d-9765-1528601d4e8d-1

02:11:35.266 --> 02:11:40.120

you look certain way or one day
or even like for a month you

c5981e96-2bcc-429d-9765-1528601d4e8d-2

02:11:40.120 --> 02:11:42.190

are, you know, more tired.

7b61f4f9-661b-4cfb-8cb9-87972a0ccffd-0

02:11:42.940 --> 02:11:49.296

Uh doesn't mean that you're not
able to overcome those things

7b61f4f9-661b-4cfb-8cb9-87972a0ccffd-1

02:11:49.296 --> 02:11:54.320

and that that a change in the
motivation around.

2b91d8ec-7b42-4d97-bf52-bee1e25ddd32-0

02:11:55.310 --> 02:11:58.470

How a change in the motivation
around?

2f9b2785-75a6-41b2-9b8e-4de309ccb8ec-0

02:12:00.170 --> 02:12:02.460

I guess overcoming those things.

1025a79a-ab62-43c5-97e6-8b001e7c96d6-0

02:12:04.340 --> 02:12:07.830

Can make a difference. Sorry.

Thought a little off track.

db66b2a-6706-4928-966c-393cbec9f52d-0

02:12:08.970 --> 02:12:13.187

Um, the second theme is, um,
being physically independent,

db66b2a-6706-4928-966c-393cbec9f52d-1

02:12:13.187 --> 02:12:17.404

feels good, but it can lead to
feelings of burning out. So

db66b2a-6706-4928-966c-393cbec9f52d-2

02:12:17.404 --> 02:12:21.263

people really want that
independence back, and that's

db66b2a-6706-4928-966c-393cbec9f52d-3

02:12:21.263 --> 02:12:25.981

important to them. But they also
have to know when it's too much.

db66b2a-6706-4928-966c-393cbec9f52d-4

02:12:25.981 --> 02:12:30.484

Umm, so people like to journal
about what is too much for them

db66b2a-6706-4928-966c-393cbec9f52d-5

02:12:30.484 --> 02:12:35.058

and what has been too much for
them. And we also have a symptom

db66b2a-6706-4928-966c-393cbec9f52d-6

02:12:35.058 --> 02:12:39.489

tracker in the app where people
are able to, you know, track.

0dc14f20-d6d8-4463-8748-a9ec735c8f3c-0

02:12:39.630 --> 02:12:44.446

Um, what? Which activities are
too much for them? Um, you know,

0dc14f20-d6d8-4463-8748-a9ec735c8f3c-1

02:12:44.446 --> 02:12:49.338

I did. I walked up the stairs
today, you know, on a scale from

0dc14f20-d6d8-4463-8748-a9ec735c8f3c-2

02:12:49.338 --> 02:12:51.220

one to 10. It was a 5 on.

06487ffd-c7f5-434e-9c1e-f0e01058cf8c-0

02:12:51.970 --> 02:12:53.050

Um so.

263bb1b4-69dd-4afa-9896-95ee2d9870be-0

02:12:53.840 --> 02:12:59.950

It was a 5 on a like a hardness

scale for example. Another big

263bb1b4-69dd-4afa-9896-95ee2d9870be-1

02:12:59.950 --> 02:13:05.478

theme with SSI is that an

endless battle of incontinence

263bb1b4-69dd-4afa-9896-95ee2d9870be-2

02:13:05.478 --> 02:13:08.970

and chronic UTI's. A lot of

people.

a4760c50-1620-4741-b33c-17bc7f1f1b75-0

02:13:10.480 --> 02:13:14.544

Feel like they don't know what

to do about their UTI's. They

a4760c50-1620-4741-b33c-17bc7f1f1b75-1

02:13:14.544 --> 02:13:18.542

they keep having them. They're

now antibiotic resistant and

a4760c50-1620-4741-b33c-17bc7f1f1b75-2

02:13:18.542 --> 02:13:22.807

they don't know what to do about

it. Umm, they feel really lost

a4760c50-1620-4741-b33c-17bc7f1f1b75-3

02:13:22.807 --> 02:13:26.738

because it's it's painful on top
of everything else you're

a4760c50-1620-4741-b33c-17bc7f1f1b75-4

02:13:26.738 --> 02:13:30.470

experience. So also have these
infections all the time.

d80cc3ba-b49c-4bf8-b2b7-7453e5bd10b9-0

02:13:31.220 --> 02:13:35.670

And having incontinence makes it
difficult to go out and live the

d80cc3ba-b49c-4bf8-b2b7-7453e5bd10b9-1

02:13:35.670 --> 02:13:40.053

life you want to live, even when
you're even. If you are able to

d80cc3ba-b49c-4bf8-b2b7-7453e5bd10b9-2

02:13:40.053 --> 02:13:43.896

go out and do those things.

Having incontinence can make

d80cc3ba-b49c-4bf8-b2b7-7453e5bd10b9-3

02:13:43.896 --> 02:13:48.212

people kind of stay in and avoid
doing things because they want

d80cc3ba-b49c-4bf8-b2b7-7453e5bd10b9-4

02:13:48.212 --> 02:13:50.100

to avoid that embarrassment.

5351010b-9f27-4a87-923c-ac8c933a3e8f-0

02:13:51.620 --> 02:13:56.895

And lastly, for STI's, you know
people want to move forward.

5351010b-9f27-4a87-923c-ac8c933a3e8f-1

02:13:56.895 --> 02:14:01.738

Like I said, each improvement no
matter big or small is

5351010b-9f27-4a87-923c-ac8c933a3e8f-2

02:14:01.738 --> 02:14:05.630

appreciated. You know, if
someone's able to.

07b29f13-4577-4ec8-8b41-edaa1d42804a-0

02:14:06.730 --> 02:14:10.560

Um, walk somewhere they they
haven't been able to walk in a

07b29f13-4577-4ec8-8b41-edaa1d42804a-1

02:14:10.560 --> 02:14:14.263

year. That's a big achievement
for them, and those things

07b29f13-4577-4ec8-8b41-edaa1d42804a-2

02:14:14.263 --> 02:14:18.221

should be those things should be
celebrated. And you see that

07b29f13-4577-4ec8-8b41-edaa1d42804a-3

02:14:18.221 --> 02:14:21.796

time and time again in the
patient data that people are

07b29f13-4577-4ec8-8b41-edaa1d42804a-4

02:14:21.796 --> 02:14:25.754

celebrating those little winds
because it's important to them

07b29f13-4577-4ec8-8b41-edaa1d42804a-5

02:14:25.754 --> 02:14:26.840

on their journey.

553d373f-45f2-4c5e-90fa-33d5580d1509-0

02:14:29.900 --> 02:14:34.990

And then lastly, we have the TBI
themes, so.

a82987ba-4407-4bfb-adf8-a9b7e7bcf7cb-0

02:14:36.460 --> 02:14:40.643

You know, TV guys are unique
because it can really change the

a82987ba-4407-4bfb-adf8-a9b7e7bcf7cb-1

02:14:40.643 --> 02:14:44.422

person you are. It doesn't
always change the person you

a82987ba-4407-4bfb-adf8-a9b7e7bcf7cb-2

02:14:44.422 --> 02:14:48.741

are, but it can lead to people
feeling different than they used

a82987ba-4407-4bfb-adf8-a9b7e7bcf7cb-3

02:14:48.741 --> 02:14:52.925

to be and being open about the
experience can be hard because

a82987ba-4407-4bfb-adf8-a9b7e7bcf7cb-4

02:14:52.925 --> 02:14:54.950

it's not visible all the time.

38620c3a-258c-4f05-aeb2-722a747a74aa-0

02:14:56.300 --> 02:15:01.027

And people don't know how to
kind of deal with that

38620c3a-258c-4f05-aeb2-722a747a74aa-1

02:15:01.027 --> 02:15:06.208

uncertainty around their
different sense of self. So the

38620c3a-258c-4f05-aeb2-722a747a74aa-2

02:15:06.208 --> 02:15:11.481

first biggest theme is that the
small details in life are

38620c3a-258c-4f05-aeb2-722a747a74aa-3

02:15:11.481 --> 02:15:17.117

important, memory loss can lead
to lower emotional well-being

38620c3a-258c-4f05-aeb2-722a747a74aa-4

02:15:17.117 --> 02:15:17.390

so.

ea83fd27-45b9-48e4-bbcd-0047fe542356-0

02:15:18.190 --> 02:15:21.980

When you have memory loss, um,
you're not remembering all those

ea83fd27-45b9-48e4-bbcd-0047fe542356-1

02:15:21.980 --> 02:15:25.652

little details in life that mean
a lot to you, you know, like

ea83fd27-45b9-48e4-bbcd-0047fe542356-2

02:15:25.652 --> 02:15:29.561

maybe maybe you saw your friend.
Maybe your friend smiled at you.

ea83fd27-45b9-48e4-bbcd-0047fe542356-3

02:15:29.561 --> 02:15:33.232

You might forget little things
like that. Maybe your mom said

ea83fd27-45b9-48e4-bbcd-0047fe542356-4

02:15:33.232 --> 02:15:36.786

she loved you. You know, you
might forget things like that.

ea83fd27-45b9-48e4-bbcd-0047fe542356-5

02:15:36.786 --> 02:15:38.800

Those little pieces of life
that.

a4a8c59d-0d49-47f0-b3e1-1a2c61dc6719-0

02:15:39.510 --> 02:15:44.778

Um, you can't always get back at
the time, so that that's a big

a4a8c59d-0d49-47f0-b3e1-1a2c61dc6719-1

02:15:44.778 --> 02:15:45.190

part.

fe283e83-8a7e-4b41-8dee-92e77cf5f7dd-0

02:15:46.710 --> 02:15:51.731

1/3 journey that can lead to
lower emotional well-being, um

fe283e83-8a7e-4b41-8dee-92e77cf5f7dd-1

02:15:51.731 --> 02:15:56.250

second theme is knowing that
your brain used to work.

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-0

02:15:56.950 --> 02:16:01.229

A different way than it does
now, feeling different about

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-1

02:16:01.229 --> 02:16:05.729

that. Um, people know they the
way they used to be, but they

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-2

02:16:05.729 --> 02:16:10.009

don't know how to get back to
the way they used to be. So

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-3

02:16:10.009 --> 02:16:14.731

that's really difficult to kind
of, you know, kind of live with

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-4

02:16:14.731 --> 02:16:19.526

because it's like, well, I used
to be able to remember things. I

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-5

02:16:19.526 --> 02:16:24.101

used to be able to, you know, go
out and and stay out late at

d567ba19-c55b-40a4-b5c4-0f4f36d8d73d-6

02:16:24.101 --> 02:16:27.200

night. But now I get tired by
8:00 PM or.

61d635b4-ba0e-4853-83d1-fc4059ce62ee-0

02:16:27.320 --> 02:16:30.376

You know, I used to be able to
go out on walks and now I can

61d635b4-ba0e-4853-83d1-fc4059ce62ee-1

02:16:30.376 --> 02:16:33.283

hardly walk down the driveway.
You know, these things are

61d635b4-ba0e-4853-83d1-fc4059ce62ee-2

02:16:33.283 --> 02:16:36.289

really tiring. And. And those
are things you have to adjust

61d635b4-ba0e-4853-83d1-fc4059ce62ee-3

02:16:36.289 --> 02:16:36.440

to.

fba60efc-a5ed-4bbf-9a82-d68a8ae7ca13-0

02:16:38.040 --> 02:16:42.342

Also, the hesitancy to share the
experience because you know

fba60efc-a5ed-4bbf-9a82-d68a8ae7ca13-1

02:16:42.342 --> 02:16:46.151

brain injuries are more so
invisible and people don't

fba60efc-a5ed-4bbf-9a82-d68a8ae7ca13-2

02:16:46.151 --> 02:16:50.735

always feel comfortable talking
about them and people don't want

fba60efc-a5ed-4bbf-9a82-d68a8ae7ca13-3

02:16:50.735 --> 02:16:54.826

to know that they've changed
because you know this person

fba60efc-a5ed-4bbf-9a82-d68a8ae7ca13-4

02:16:54.826 --> 02:16:59.269

that they are now feels a little
bit different than the person

fba60efc-a5ed-4bbf-9a82-d68a8ae7ca13-5

02:16:59.269 --> 02:17:03.642

they were before. So it's hard
to talk about those things and

fb60efc-a5ed-4bbf-9a82-d68a8ae7ca13-6

02:17:03.642 --> 02:17:04.630

it takes time.

589e557e-1595-4505-b237-54f7c9dd3667-0

02:17:05.410 --> 02:17:09.932

And lastly, you know that mental
fatigue is debilitating and it

589e557e-1595-4505-b237-54f7c9dd3667-1

02:17:09.932 --> 02:17:13.890

makes it difficult to achieve
goals. So even if you are

589e557e-1595-4505-b237-54f7c9dd3667-2

02:17:13.890 --> 02:17:18.130

starting to feel better and you
know your memory is getting

589e557e-1595-4505-b237-54f7c9dd3667-3

02:17:18.130 --> 02:17:22.794

better and you're writing things
down and you're doing everything

589e557e-1595-4505-b237-54f7c9dd3667-4

02:17:22.794 --> 02:17:27.387

you can, that mental fatigue is
very debilitating day-to-day and

589e557e-1595-4505-b237-54f7c9dd3667-5

02:17:27.387 --> 02:17:31.910

it can make it hard to achieve
the things they want to achieve.

5b2e95cc-7bfc-4dee-a843-c762db46f5db-0

02:17:32.960 --> 02:17:37.697

Um, but yeah. Um, I don't know
if there are any questions, but

5b2e95cc-7bfc-4dee-a843-c762db46f5db-1

02:17:37.697 --> 02:17:40.780

those are the end of the themes
portion.

082952d9-348a-4647-bbef-699ed6e1db70-0

02:17:41.510 --> 02:17:44.160

Um, I can always take questions
later.

5752be77-0df2-4fdd-8618-861972c693d3-0

02:17:45.330 --> 02:17:49.852

Damien is going to go on to the
demo next, so if there are any

5752be77-0df2-4fdd-8618-861972c693d3-1

02:17:49.852 --> 02:17:50.570

questions.

bc2c649f-c64a-43b9-ae10-4e202e68cb5c-0

02:17:59.090 --> 02:18:03.820

Alright, Natalie has a question.

There we go. So my only question

bc2c649f-c64a-43b9-ae10-4e202e68cb5c-1

02:18:03.820 --> 02:18:07.260

is, is with the themes and maybe

I missed this.

5c3c61b3-5ddd-4e32-b48f-97d0eeb79778-0

02:18:08.680 --> 02:18:12.012

You know those? Those are things

that that the the actual

5c3c61b3-5ddd-4e32-b48f-97d0eeb79778-1

02:18:12.012 --> 02:18:14.770

individual with the disability

is going to see.

320f8fb3-338f-4d8d-93ec-1f39518a31f3-0

02:18:16.690 --> 02:18:21.351

Ohh, the themes. Ohh no no they.

Well no, they wouldn't see those

320f8fb3-338f-4d8d-93ec-1f39518a31f3-1

02:18:21.351 --> 02:18:25.590

themes. These audience. What's

the audience for the things.

246bd99d-35d3-440b-b772-dfb9d44e7f6a-0

02:18:26.840 --> 02:18:31.700

Um, I guess the the point of the
patient journey is.

8542a4aa-58e2-438b-b518-bacf1103c033-0

02:18:32.400 --> 02:18:37.508

To highlight the themes people
are experiencing so we can find

8542a4aa-58e2-438b-b518-bacf1103c033-1

02:18:37.508 --> 02:18:39.860

solutions for those problems.

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-0

02:18:40.920 --> 02:18:44.956

Um, so for example, like maybe
people didn't know that. Uh,

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-1

02:18:44.956 --> 02:18:49.262

people with persons with spinal
cord injury feel diminished and

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-2

02:18:49.262 --> 02:18:53.096

that, you know, doctors make

them feel diminished. Maybe

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-3

02:18:53.096 --> 02:18:57.133

people don't know these things,
right? So by opening up the

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-4

02:18:57.133 --> 02:19:01.169

conversation and understanding
their perspective, you know,

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-5

02:19:01.169 --> 02:19:05.273

maybe doctors can be a little
bit more aware of the way they

c71a621d-920f-4ef2-9e0f-e94d1fad31a9-6

02:19:05.273 --> 02:19:08.570

speak to the patients they have
in their office.

f1fd7227-336c-48e0-aac0-c55e18670139-0

02:19:10.100 --> 02:19:13.170

So these are these things, these
things are for the doctors.

bf7d6edb-5318-438f-a1c6-cad5accfb4a7-0

02:19:15.110 --> 02:19:20.900

Um, I they can be applied to
really anyone who is anyone

bf7d6edb-5318-438f-a1c6-cad5accfb4a7-1

02:19:20.900 --> 02:19:22.830

around the patient.

5c6613a0-b140-4d8f-a6ee-591eb29cd617-0

02:19:24.400 --> 02:19:28.750

I just say that because that,
you know, being a spinal cord

5c6613a0-b140-4d8f-a6ee-591eb29cd617-1

02:19:28.750 --> 02:19:31.360

injured person and hearing this
it.

0cff538d-5db9-4be2-9e4d-6edad6cd51b2-0

02:19:32.120 --> 02:19:33.840

It really made me feel.

d606830f-de49-4c62-ba18-646571048559-0

02:19:34.810 --> 02:19:37.130

Negative about.

dfdd3921-91c5-4b73-8ca0-94d276f35437-0

02:19:38.210 --> 02:19:43.098

Spinal cord injury in general,
and I think that if this is

dfdd3921-91c5-4b73-8ca0-94d276f35437-1

02:19:43.098 --> 02:19:47.572

going out to audiences,
especially family members and

dfdd3921-91c5-4b73-8ca0-94d276f35437-2

02:19:47.572 --> 02:19:52.710

stuff, there should be maybe
some additions that kind of show

dfdd3921-91c5-4b73-8ca0-94d276f35437-3

02:19:52.710 --> 02:19:53.290

how to.

23080774-71d9-40ee-a16b-caf0d8b3b10d-0

02:19:54.190 --> 02:19:56.540

Make it work doesn't seem so
negative.

544579ca-735c-4adf-8928-4dc475030b79-0

02:19:57.290 --> 02:20:01.083

I mean I I understand and I
understand I have limitations.

544579ca-735c-4adf-8928-4dc475030b79-1

02:20:01.083 --> 02:20:05.005

There's a lot of things that I
can't do or I have to do in a

544579ca-735c-4adf-8928-4dc475030b79-2

02:20:05.005 --> 02:20:08.862

modified way. But you know, I
also feel that, you know, you

544579ca-735c-4adf-8928-4dc475030b79-3

02:20:08.862 --> 02:20:10.470

want to give empowerment.

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-0

02:20:11.380 --> 02:20:15.621

To to the individuals. And so I
I mean just just listening to it

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-1

02:20:15.621 --> 02:20:19.797

and my sister's TBI. So, so, you
know, when I when I'm when I'm

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-2

02:20:19.797 --> 02:20:23.777

listening to this, I'm kind of
I'm kind of like man, it just

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-3

02:20:23.777 --> 02:20:27.757

really seems like, you know, a
dreary forecast. Oh, my gosh.

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-4

02:20:27.757 --> 02:20:31.868

You know, you're you're like,
disabled, and you need to, like,

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-5

02:20:31.868 --> 02:20:35.653

tiptoe around these people. And
I I just, you know, my my

5f061e83-edcf-40e8-bccb-9cc4f5b594cf-6

02:20:35.653 --> 02:20:37.480

feedback would be that that.

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-0

02:20:38.460 --> 02:20:42.523

You know it. It it it, there
should be some kind of balance

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-1

02:20:42.523 --> 02:20:46.655

in there to kind of show that
that there's a lot of positive

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-2

02:20:46.655 --> 02:20:50.922

things that can come from, you
know going through this and and

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-3

02:20:50.922 --> 02:20:54.715

having a good healthcare
provider because if you have a

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-4

02:20:54.715 --> 02:20:58.915

good healthcare provider who's
going to be more uplifting and

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-5

02:20:58.915 --> 02:21:03.114

going to be focusing more on the
things you can do. I I think

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-6

02:21:03.114 --> 02:21:07.381

that that's very helpful. I've
had both you have been disabled

f57fcb6b-9384-46b8-9b68-d6d544f7aae9-7

02:21:07.381 --> 02:21:08.330

over 30 years.

753916de-47c2-411d-83cc-e839a2e49ef5-0

02:21:08.430 --> 02:21:12.666

So. So I've definitely had both
spectrums of the doctors that

753916de-47c2-411d-83cc-e839a2e49ef5-1

02:21:12.666 --> 02:21:16.767

treat you like you're just, you
know, an another individual

753916de-47c2-411d-83cc-e839a2e49ef5-2

02:21:16.767 --> 02:21:21.004

going down their line of of
factory, you know products and

753916de-47c2-411d-83cc-e839a2e49ef5-3

02:21:21.004 --> 02:21:25.172

and then you have ones that
actually care and want to do the

753916de-47c2-411d-83cc-e839a2e49ef5-4

02:21:25.172 --> 02:21:28.931

research to make sure that
they're giving you the best

753916de-47c2-411d-83cc-e839a2e49ef5-5

02:21:28.931 --> 02:21:33.236

care. And so that's why I was
asking about who the audience is

753916de-47c2-411d-83cc-e839a2e49ef5-6

02:21:33.236 --> 02:21:37.473

and and. And I I just don't want

family members thinking, oh,

753916de-47c2-411d-83cc-e839a2e49ef5-7

02:21:37.473 --> 02:21:38.840

poor little Natalie.

6bd0d260-06dc-40b1-bc2b-d1ea17acbf03-0

02:21:38.920 --> 02:21:42.247

You know she's now disabled. You

know, I gotta make sure. You

6bd0d260-06dc-40b1-bc2b-d1ea17acbf03-1

02:21:42.247 --> 02:21:45.681

know, I tiptoe around her so. So

that would be my only feedback

6bd0d260-06dc-40b1-bc2b-d1ea17acbf03-2

02:21:45.681 --> 02:21:49.115

in it is, is if if there was any

way you guys can incorporate a

6bd0d260-06dc-40b1-bc2b-d1ea17acbf03-3

02:21:49.115 --> 02:21:52.550

little bit more balance to show

that you know just because you.

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-0

02:21:53.230 --> 02:21:56.784

Just because you end up with an

injury, it doesn't mean your

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-1

02:21:56.784 --> 02:22:00.455

life is over. And I think it's a

lot of it. And and if you can

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-2

02:22:00.455 --> 02:22:04.068

kind of combine some kind of

pure mentoring because you know,

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-3

02:22:04.068 --> 02:22:07.739

like our resource program and

our mentoring program with these

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-4

02:22:07.739 --> 02:22:11.118

skip, you know I I think that

really empowers people with

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-5

02:22:11.118 --> 02:22:14.789

disabilities and their family

members. I mean, I just went out

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-6

02:22:14.789 --> 02:22:18.577

and saw an individual, you know,
last week his newly injured and

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-7

02:22:18.577 --> 02:22:22.248

found out he's actually hooked
in with the program already. So

e1bbfcec-0b7f-4568-afbc-fa67e53aa77e-8

02:22:22.248 --> 02:22:23.879

I was very happy about that.

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-0

02:22:24.060 --> 02:22:27.488

And his mother was there. And
you know, it's like I'm speaking

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-1

02:22:27.488 --> 02:22:30.863

to him. He's in the hospital.
He's actually in the rehab. And

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-2

02:22:30.863 --> 02:22:34.237

and he's telling me, wow, you
know, I'm thinking about, like,

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-3

02:22:34.237 --> 02:22:37.394

how much hand function am I
going to get back? He's like,

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-4

02:22:37.394 --> 02:22:40.279

I'm not thinking about the
things that you're you're

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-5

02:22:40.279 --> 02:22:43.708

showing me. And he's like, this
is blowing my mind that you're

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-6

02:22:43.708 --> 02:22:46.647

telling me I can live
independently and I can go back

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-7

02:22:46.647 --> 02:22:50.184

to work and I can have a family
and and say I think that we need

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-8

02:22:50.184 --> 02:22:53.722

to because it's really critical
when people are, especially when

2ee19b80-fb7c-4d70-a0a9-bdad42670b61-9

02:22:53.722 --> 02:22:54.920

they're newly injured.

8b33f2f3-e89d-46ec-8c57-8c0cdd58f1c0-0

02:22:54.990 --> 02:22:56.970

You know your life is not over.

424dd4a6-c36d-4099-874a-01e58a0d5e98-0

02:22:58.320 --> 02:22:59.310

You know, so.

2bc9bfa9-aec0-49fe-8f89-44788ae40b9b-0

02:23:00.110 --> 02:23:03.473

That's totally, totally,

absolutely correct. But let me

2bc9bfa9-aec0-49fe-8f89-44788ae40b9b-1

02:23:03.473 --> 02:23:07.136

clarify something. We need call

if it's correct. This is the

2bc9bfa9-aec0-49fe-8f89-44788ae40b9b-2

02:23:07.136 --> 02:23:10.260

patient journey analysis that is

done actually for.

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-0

02:23:11.620 --> 02:23:15.364

They holders that are trying to

address the pain points of the

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-1

02:23:15.364 --> 02:23:19.109

journey, so I don't think this
was done to be able to done to,

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-2

02:23:19.109 --> 02:23:22.676

to share it with the patients
themselves, to try to improve

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-3

02:23:22.676 --> 02:23:26.123

how they're living through the
condition. Nicole, is that

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-4

02:23:26.123 --> 02:23:29.690

correct? That's the patient
journey that we do for for life

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-5

02:23:29.690 --> 02:23:33.256

sciences research companies or
companies that are trying to

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-6

02:23:33.256 --> 02:23:36.823

find solutions to improve the
pain points. So only the pain

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-7

02:23:36.823 --> 02:23:40.151

points are listed is that
correctly called. Am I wrong?

b4aeb8b0-b7a0-40dc-87f2-7848135dd8b8-8

02:23:40.151 --> 02:23:41.400

Yeah, that's correct.

600a350c-c994-49fc-82de-9dd76a280fee-0

02:23:41.630 --> 02:23:46.723

I had something else to say to
Natalie as well, actually really

600a350c-c994-49fc-82de-9dd76a280fee-1

02:23:46.723 --> 02:23:51.020

appreciate you sharing your
point of view. I've never

600a350c-c994-49fc-82de-9dd76a280fee-2

02:23:51.020 --> 02:23:56.193

presented like I have presented
a patient journey to people with

600a350c-c994-49fc-82de-9dd76a280fee-3

02:23:56.193 --> 02:24:00.730

SSI before, but it wasn't
received this way and I think,

600a350c-c994-49fc-82de-9dd76a280fee-4

02:24:00.730 --> 02:24:05.902

but I think it was because that
was for a patient advocacy group

600a350c-c994-49fc-82de-9dd76a280fee-5

02:24:05.902 --> 02:24:08.370

and the the person on the call.

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-0

02:24:10.470 --> 02:24:14.878

Um, the person on the call was
leading that patient advocacy

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-1

02:24:14.878 --> 02:24:19.286

group and had an STI of her own.

And I think I guess from, I

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-2

02:24:19.286 --> 02:24:22.827

guess the stakeholder
perspective and what I was

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-3

02:24:22.827 --> 02:24:27.307

trying to show everyone here is
that these are the things you

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-4

02:24:27.307 --> 02:24:31.932

don't that not everybody sees on
the patient journey. These are

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-5

02:24:31.932 --> 02:24:36.485

the insights that you know are
really personal and deep to the

70bee77a-8ba9-416a-8fcc-ccd1885a8acb-6

02:24:36.485 --> 02:24:40.460

patient that not everybody gets
to see and understand.

6f4ac629-fd8e-4523-b942-670081f71f06-0

02:24:40.560 --> 02:24:45.041

So I I do understand why, um, it
seemed negative because you

6f4ac629-fd8e-4523-b942-670081f71f06-1

02:24:45.041 --> 02:24:49.375

know, those experiences are
really difficult for people to

6f4ac629-fd8e-4523-b942-670081f71f06-2

02:24:49.375 --> 02:24:53.856

go through. But when we can
understand those experiences and

6f4ac629-fd8e-4523-b942-670081f71f06-3

02:24:53.856 --> 02:24:57.749

stakeholders around the patient
can understand those

6f4ac629-fd8e-4523-b942-670081f71f06-4

02:24:57.749 --> 02:25:01.937

experiences, we can improve
those things and make things

6f4ac629-fd8e-4523-b942-670081f71f06-5

02:25:01.937 --> 02:25:05.389

more positive. So I'm really
sorry about that.

64db2735-7e0b-4fbf-8e12-c47768c63819-0

02:25:06.940 --> 02:25:10.159

And it gets a lot more clarity.
Thank you for giving me the

64db2735-7e0b-4fbf-8e12-c47768c63819-1

02:25:10.159 --> 02:25:13.593

clarity. Uh, you know, and and I
would just say that, you know,

64db2735-7e0b-4fbf-8e12-c47768c63819-2

02:25:13.593 --> 02:25:17.026

anytime when you are presenting
this stuff, Umm, I I would just

64db2735-7e0b-4fbf-8e12-c47768c63819-3

02:25:17.026 --> 02:25:20.299

say especially with healthcare
providers and stuff because I

64db2735-7e0b-4fbf-8e12-c47768c63819-4

02:25:20.299 --> 02:25:23.572

think they kind of missed the
point sometimes and they don't

64db2735-7e0b-4fbf-8e12-c47768c63819-5

02:25:23.572 --> 02:25:26.684

involve people with actual
disabilities in, in and moving

64db2735-7e0b-4fbf-8e12-c47768c63819-6

02:25:26.684 --> 02:25:30.064

forward with this. So if if if
like this is going through like

64db2735-7e0b-4fbf-8e12-c47768c63819-7

02:25:30.064 --> 02:25:33.606

healthcare providers and telling
them, hey, these are some of the

64db2735-7e0b-4fbf-8e12-c47768c63819-8

02:25:33.606 --> 02:25:36.879

things your patients might be
you know feeling and and might

64db2735-7e0b-4fbf-8e12-c47768c63819-9

02:25:36.879 --> 02:25:37.040

be.

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-0

02:25:37.110 --> 02:25:41.150

Experiencing and. These are the
things that you can kind of work

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-1

02:25:41.150 --> 02:25:45.129

on to be better. You know, I it
it's like I I would like to see

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-2

02:25:45.129 --> 02:25:48.735

the other half of that, you
know, like, hey, now that you

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-3

02:25:48.735 --> 02:25:52.527

know all of these things well,
here are some solutions to be

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-4

02:25:52.527 --> 02:25:56.133

able to make it where that
person's June journey is going

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-5

02:25:56.133 --> 02:25:59.801

to be better and it shouldn't
just be. And I see this over

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-6

02:25:59.801 --> 02:26:03.717

time and time again. Oh well,
this person is depressed because

e1cda9e0-fd1a-4b65-b2fc-a63bd097b8e6-7

02:26:03.717 --> 02:26:07.510

they're now disabled and they're
not able to use their legs.

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-0

02:26:07.580 --> 02:26:11.148

Or or whatever it happens to be.
And they're like, oh, well, let

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-1

02:26:11.148 --> 02:26:13.619

me put them on an

antidepressant. That's not

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-2

02:26:13.619 --> 02:26:17.078

necessarily the best course of
action. And I don't want to see

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-3

02:26:17.078 --> 02:26:20.207

medical providers pushing
things, you know it or or like

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-4

02:26:20.207 --> 02:26:23.611

and. And I see many, many of
them because of pain management.

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-5

02:26:23.611 --> 02:26:26.795

You, you have a lot of pain
management. You have a lot of

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-6

02:26:26.795 --> 02:26:30.199

pain in the first several years
that that you become disabled

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-7

02:26:30.199 --> 02:26:33.603

and then you might have a low
where it's not so bad. And then

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-8

02:26:33.603 --> 02:26:37.062

you might end up having things
that you age where you get more

fee77e75-4a41-4e21-a6f7-0e6ab6ccc21c-9

02:26:37.062 --> 02:26:38.380

pain. But I see so many.

24426048-4345-461b-86f1-e77acba2057e-0

02:26:38.600 --> 02:26:42.910

Newer STI's that are basically.

3bd4e559-d322-42dd-99ea-4dcf41a995eb-0

02:26:43.660 --> 02:26:47.879

On on like Baclofen or heavy
duty narcotics that that are all

3bd4e559-d322-42dd-99ea-4dcf41a995eb-1

02:26:47.879 --> 02:26:52.099

being pushed in the name of pain
management when it should be

3bd4e559-d322-42dd-99ea-4dcf41a995eb-2

02:26:52.099 --> 02:26:56.386

more. How often are you getting

range of motion, how many? How

3bd4e559-d322-42dd-99ea-4dcf41a995eb-3

02:26:56.386 --> 02:27:00.402

much are you know how much

therapy are you getting to make

3bd4e559-d322-42dd-99ea-4dcf41a995eb-4

02:27:00.402 --> 02:27:04.758

it where your body is not going

to be feeling that pain all the

3bd4e559-d322-42dd-99ea-4dcf41a995eb-5

02:27:04.758 --> 02:27:08.909

time and and and so I just I I

just put that out there it it

3bd4e559-d322-42dd-99ea-4dcf41a995eb-6

02:27:08.909 --> 02:27:12.857

just I'm sorry if I'm you know

speaking out of context or

3bd4e559-d322-42dd-99ea-4dcf41a995eb-7

02:27:12.857 --> 02:27:13.810

something but.

385c58c1-5fa0-4c19-badd-ae05eeb0e914-0

02:27:13.900 --> 02:27:18.315

It's just very passionate for

me, you know, because I I see so

385c58c1-5fa0-4c19-badd-ae05eeb0e914-1

02:27:18.315 --> 02:27:21.750

much of this in the SDI and the
TBI communities.

ce66aa1a-afe8-4832-aaa3-4df0f5ace815-0

02:27:23.630 --> 02:27:27.050

No, thank you. Not ohh. Hello.

929a3bd9-5c9c-4bf6-b3aa-2173a5d1fd89-0

02:27:29.050 --> 02:27:29.400

Hello.

f2844ce5-18ae-4bd6-af0f-fc7b3ca632af-0

02:27:30.260 --> 02:27:32.190

I think that's, I'm sorry
someone talking.

33fe6805-9cca-44fa-92da-a746511c904a-0

02:27:34.950 --> 02:27:36.610

Hello um.

2a92772f-b235-4d2f-8af0-f36281c4c4bf-0

02:27:37.840 --> 02:27:41.804

I I just wanted to, uh, respond
to Natalie. Um, I really

2a92772f-b235-4d2f-8af0-f36281c4c4bf-1

02:27:41.804 --> 02:27:44.170

appreciate those uh comments.

Um.

6c9c9601-bd08-474d-b196-0fd84736bdf9-0

02:27:44.890 --> 02:27:49.329

Next, like and now I know when

I'm presenting in front of a

6c9c9601-bd08-474d-b196-0fd84736bdf9-1

02:27:49.329 --> 02:27:53.916

patient population to be mindful

of those things, so I really

6c9c9601-bd08-474d-b196-0fd84736bdf9-2

02:27:53.916 --> 02:27:58.577

appreciate knowing those. Umm,

because for this presentation I

6c9c9601-bd08-474d-b196-0fd84736bdf9-3

02:27:58.577 --> 02:28:03.238

was only showing the themes I

didn't do like a research on how

6c9c9601-bd08-474d-b196-0fd84736bdf9-4

02:28:03.238 --> 02:28:08.047

we can kind of make those themes

better. That portion is kind of

6c9c9601-bd08-474d-b196-0fd84736bdf9-5

02:28:08.047 --> 02:28:12.856

missing from this presentation.

Normally that's what I would do,

6c9c9601-bd08-474d-b196-0fd84736bdf9-6

02:28:12.856 --> 02:28:15.150

but I I guess I wanted to show.

21f472cc-4387-47bd-b0f6-e03781393e1d-0

02:28:15.650 --> 02:28:19.693

Um, the themes of what people

were experiencing for this call

21f472cc-4387-47bd-b0f6-e03781393e1d-1

02:28:19.693 --> 02:28:23.866

and and kind of see the feedback

and what people thought of it.

21f472cc-4387-47bd-b0f6-e03781393e1d-2

02:28:23.866 --> 02:28:27.779

So. But yeah, I think thank you

for your comment and I will

21f472cc-4387-47bd-b0f6-e03781393e1d-3

02:28:27.779 --> 02:28:31.170

incorporate that next time. I

really appreciate it.

e7237ad4-c419-4e75-8a70-cdf24c083e61-0

02:28:34.250 --> 02:28:38.223

Uh, sorry guys, I have to leave
now. Uh, 11:30. But I'll leave

e7237ad4-c419-4e75-8a70-cdf24c083e61-1

02:28:38.223 --> 02:28:41.819

you with unusual. Um, thank you
so much for, for for the

e7237ad4-c419-4e75-8a70-cdf24c083e61-2

02:28:41.819 --> 02:28:45.603

possibility to participate in
the meeting. And I hope we're

e7237ad4-c419-4e75-8a70-cdf24c083e61-3

02:28:45.603 --> 02:28:49.703

going to have more chances to to
talk and work together guys and

e7237ad4-c419-4e75-8a70-cdf24c083e61-4

02:28:49.703 --> 02:28:53.550

partner. I'm sure our Damien
actually is gonna do that call,

e7237ad4-c419-4e75-8a70-cdf24c083e61-5

02:28:53.550 --> 02:28:57.524

right. There's no demo. So I'll

give you the floor guys. Thank

e7237ad4-c419-4e75-8a70-cdf24c083e61-6

02:28:57.524 --> 02:28:59.480

you. Bye. Bye. Bye bye bye gab.

e1e38b92-7725-4d36-9d4e-5b480062b93a-0

02:29:00.630 --> 02:29:02.360

This is Kevin. Can you guys see
me?

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-0

02:29:03.120 --> 02:29:06.633

Yes, Sir. Yes, we can. Thank
you. I apologize some audio

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-1

02:29:06.633 --> 02:29:10.269

issues, but um, Nicole or Angel,
whoever would like to, if

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-2

02:29:10.269 --> 02:29:14.091

someone could please explain
cause I I called a good majority

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-3

02:29:14.091 --> 02:29:17.974

of this. Who is the actual end

user of this app? Is it patient

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-4

02:29:17.974 --> 02:29:21.734

care providers? Primary care
physicians? Is it stakeholders?

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-5

02:29:21.734 --> 02:29:25.617

Insurance companies is the end
user, the patient, the TBI, RSI

a2e0ef0f-cf44-4e7a-8c4d-ef7f8acebd96-6

02:29:25.617 --> 02:29:27.219

who's the actual end user?

e3801bf2-0d3d-4377-962b-6f20d4654ccc-0

02:29:29.190 --> 02:29:33.555

Um, so for what? I kind of
showed up like that would be our

e3801bf2-0d3d-4377-962b-6f20d4654ccc-1

02:29:33.555 --> 02:29:37.412

patient pacing app. So we're
able to apply it to any

e3801bf2-0d3d-4377-962b-6f20d4654ccc-2

02:29:37.412 --> 02:29:41.996

stakeholder along the journey.

So the part I looked at was the

e3801bf2-0d3d-4377-962b-6f20d4654ccc-3

02:29:41.996 --> 02:29:46.580

patient facing app, but Damian
and Shull could talk more about

e3801bf2-0d3d-4377-962b-6f20d4654ccc-4

02:29:46.580 --> 02:29:47.890

our research apps.

b578779b-b279-414a-9251-2edd3fe197ef-0

02:29:49.390 --> 02:29:53.399

I mean, this is a good segue
into Damien actually showing you

b578779b-b279-414a-9251-2edd3fe197ef-1

02:29:53.399 --> 02:29:57.408

the tools and he can sort of
provide like who uses which kind

b578779b-b279-414a-9251-2edd3fe197ef-2

02:29:57.408 --> 02:29:59.930

of tool and then go from there,
right?

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-0

02:30:02.930 --> 02:30:06.434

But my question is, will the

Lyra health in this application

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-1

02:30:06.434 --> 02:30:09.652

system? What is the actual
overall mission statement or

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-2

02:30:09.652 --> 02:30:12.295

profit driver of this
application? Is it just

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-3

02:30:12.295 --> 02:30:15.915

collecting Mr Data records off
of TBI and other neuro or is it

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-4

02:30:15.915 --> 02:30:18.615

for pharmaceutical protocols?
All for research

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-5

02:30:18.615 --> 02:30:22.005

standardizations? What is the
actual mission statement our

a12d4b8c-c39b-46a3-93b1-5c4fe17a2e66-6

02:30:22.005 --> 02:30:22.810

proper driver?

721ea27e-8e76-49d1-88ac-1204889457a6-0

02:30:23.970 --> 02:30:28.527

It's actually both, I would say

like it's it's, you know trying

721ea27e-8e76-49d1-88ac-1204889457a6-1

02:30:28.527 --> 02:30:32.942

to collect data. Uh, in in an

aggregated Dr identified manner

721ea27e-8e76-49d1-88ac-1204889457a6-2

02:30:32.942 --> 02:30:37.286

and identifying opportunities to

partner with pharmaceutical

721ea27e-8e76-49d1-88ac-1204889457a6-3

02:30:37.286 --> 02:30:41.773

companies. And you know payers

um you know trying to see if we

721ea27e-8e76-49d1-88ac-1204889457a6-4

02:30:41.773 --> 02:30:46.045

can generate that revenue,

that's one of them for sure. And

721ea27e-8e76-49d1-88ac-1204889457a6-5

02:30:46.045 --> 02:30:50.389

in the process we we do wanna
identify you know these themes

721ea27e-8e76-49d1-88ac-1204889457a6-6

02:30:50.389 --> 02:30:54.520

um you know we want to identify
the patient perspectives.

83c6a96e-f5c0-4333-9f25-634abfeb679a-0

02:30:54.590 --> 02:30:58.498

Then we want to identify you
know how we can, you know, find

83c6a96e-f5c0-4333-9f25-634abfeb679a-1

02:30:58.498 --> 02:31:02.087

different ways to include the
patient voice in the care

83c6a96e-f5c0-4333-9f25-634abfeb679a-2

02:31:02.087 --> 02:31:06.060

delivery process, right? That's
been the missing piece of the

83c6a96e-f5c0-4333-9f25-634abfeb679a-3

02:31:06.060 --> 02:31:10.225

puzzle for us. And we're trying
to design all these applications

83c6a96e-f5c0-4333-9f25-634abfeb679a-4

02:31:10.225 --> 02:31:13.750

and tools in a way that we can
really facilitate that.

85791001-eff9-4b0d-96a5-acd15def00a4-0

02:31:14.610 --> 02:31:17.087

And Damien's actually going to
show you some of the some of the

85791001-eff9-4b0d-96a5-acd15def00a4-1

02:31:17.087 --> 02:31:17.320

tools?

2c713f5d-6b5f-4b62-afaf-2ed83e959ba7-0

02:31:18.880 --> 02:31:22.371

Then second question is I it
sounds and I'll correct me if

2c713f5d-6b5f-4b62-afaf-2ed83e959ba7-1

02:31:22.371 --> 02:31:25.980

I'm wrong. Lyra Health is this
uh Canadian based company, is

2c713f5d-6b5f-4b62-afaf-2ed83e959ba7-2

02:31:25.980 --> 02:31:26.750

that correct?

89d17347-7df8-4992-aa79-ec3368a02b83-0

02:31:28.360 --> 02:31:32.613

We're actually based in uh,
Boston, so it's, um, and our

89d17347-7df8-4992-aa79-ec3368a02b83-1

02:31:32.613 --> 02:31:37.538

headquarters. I believe it's in,
it's in the UK, uh so. So we're,

89d17347-7df8-4992-aa79-ec3368a02b83-2

02:31:37.538 --> 02:31:38.210

you know.

2ac8880d-f6d2-4a0e-ac19-e97b919e5397-0

02:31:38.930 --> 02:31:41.370

USN uh European.

e23524c0-bb69-4d4b-bc76-e780d846ed84-0

02:31:42.890 --> 02:31:46.776

OK. And then so my question is
with collection of data or MRI's

e23524c0-bb69-4d4b-bc76-e780d846ed84-1

02:31:46.776 --> 02:31:50.663

on patient population, is there
HIPAA compliancy or HIPAA regs?

e23524c0-bb69-4d4b-bc76-e780d846ed84-2

02:31:50.663 --> 02:31:54.550

Uh from the US standardizations

that's applied to this as well?

9656a8db-3acf-4231-bd6a-d931619ab7b6-0

02:31:55.850 --> 02:31:59.538

Yeah, yeah, yeah. So, uh, for
the purposes of all our

9656a8db-3acf-4231-bd6a-d931619ab7b6-1

02:31:59.538 --> 02:32:02.270

applications, we're we're
actually, um.

354297fc-9a6f-4772-8161-965e2d7b300f-0

02:32:02.890 --> 02:32:07.012

You know we're completely HIPAA
compliant with GDPR compliant.

354297fc-9a6f-4772-8161-965e2d7b300f-1

02:32:07.012 --> 02:32:10.610

We're built on Amazon Web
Services, so that completely

354297fc-9a6f-4772-8161-965e2d7b300f-2

02:32:10.610 --> 02:32:14.601

takes care of all the Phi. So
you didn't. You shouldn't. You

354297fc-9a6f-4772-8161-965e2d7b300f-3

02:32:14.601 --> 02:32:18.331

shouldn't be worrying about, you
know, all the Phi being

354297fc-9a6f-4772-8161-965e2d7b300f-4

02:32:18.331 --> 02:32:18.920

involved.

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-0

02:32:22.130 --> 02:32:25.073

And then from a patient
perspective, let's just say

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-1

02:32:25.073 --> 02:32:28.469

Kevin may and I have my spinal
cord injury. Would this also

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-2

02:32:28.469 --> 02:32:31.979

reflect as like a cloud service
or keeping all my ER's on one

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-3

02:32:31.979 --> 02:32:35.488

patient portal or in one area,
so to speak? Um, if I ever had

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-4

02:32:35.488 --> 02:32:38.658

to go reflect to a new specialty

Dr like a urologist or

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-5

02:32:38.658 --> 02:32:41.941

neurologist and I wanted to show

her my ER, would that be

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-6

02:32:41.941 --> 02:32:45.507

something that could be utilized

as an end user from a patient

1a561b6c-9cca-4d6e-ae76-ad6715a8fe70-7

02:32:45.507 --> 02:32:46.130

standpoint?

212ab2d3-54f4-41f6-8a2a-df0ab3bd4ca3-0

02:32:48.300 --> 02:32:50.470

David, do you want to take that

one or?

76cd855d-4683-4aa8-b25a-2de0b41bf29e-0

02:32:51.890 --> 02:32:55.579

Yeah, that's completely right,

Kevin. Um, we're just trying to

76cd855d-4683-4aa8-b25a-2de0b41bf29e-1

02:32:55.579 --> 02:32:58.975

basically build this one stop
shop for all of the uh, the

76cd855d-4683-4aa8-b25a-2de0b41bf29e-2

02:32:58.975 --> 02:33:02.782

patients data and I can get into
that in a bit as well. But I do

76cd855d-4683-4aa8-b25a-2de0b41bf29e-3

02:33:02.782 --> 02:33:06.354

wanna field all the comments.
So, Kevin, any other questions

76cd855d-4683-4aa8-b25a-2de0b41bf29e-4

02:33:06.354 --> 02:33:06.940

and I see.

25d3f31c-8261-427d-9c67-a78e6adda68f-0

02:33:07.680 --> 02:33:11.100

Ricky. Ricky. Ricky. Yes, I'm
good right now. And I thank you

25d3f31c-8261-427d-9c67-a78e6adda68f-1

02:33:11.100 --> 02:33:13.970

very much. I'm going to stay
quiet and just listen.

7bb5b88e-49ea-48d9-aef2-385343e8f53f-0

02:33:15.850 --> 02:33:18.443

No, hopefully more your
questions will be answered

7bb5b88e-49ea-48d9-aef2-385343e8f53f-1

02:33:18.443 --> 02:33:18.850

shortly.

4b79c36d-40e6-4348-ba94-f177edbc67e2-0

02:33:19.840 --> 02:33:20.480

Sounds great.

1dc5a692-e23f-4ced-84fd-d32d9b5dc6a3-0

02:33:21.910 --> 02:33:25.473

Just want to remind everybody
that we're on a schedule today

1dc5a692-e23f-4ced-84fd-d32d9b5dc6a3-1

02:33:25.473 --> 02:33:29.270

and the 11:30 we're supposed to
be breaking now. So if you could

1dc5a692-e23f-4ced-84fd-d32d9b5dc6a3-2

02:33:29.270 --> 02:33:31.140

wrap this up, I'd appreciate it.

0d39b295-9c9f-4cb1-a659-e2ada05d3858-0

02:33:33.060 --> 02:33:36.564

I'm gonna fly through this demo.

I know you guys have a long day

0d39b295-9c9f-4cb1-a659-e2ada05d3858-1

02:33:36.564 --> 02:33:39.745

ahead of you, so hopefully
you're sufficiently caffeinated

0d39b295-9c9f-4cb1-a659-e2ada05d3858-2

02:33:39.745 --> 02:33:42.980

to get through this with me. I
apologize and I will try and

0d39b295-9c9f-4cb1-a659-e2ada05d3858-3

02:33:42.980 --> 02:33:46.161

keep this as entertaining as
possible for you guys for the

0d39b295-9c9f-4cb1-a659-e2ada05d3858-4

02:33:46.161 --> 02:33:49.396

next 5 minutes. OK, please. You
know what? Give me Ricky. I

0d39b295-9c9f-4cb1-a659-e2ada05d3858-5

02:33:49.396 --> 02:33:52.576

promise you, if you give me 6.5
minutes, I'm gonna get you

0d39b295-9c9f-4cb1-a659-e2ada05d3858-6

02:33:52.576 --> 02:33:53.169

through it.

f036e460-fd74-481b-a36e-e42d6e57d8fb-0

02:33:54.030 --> 02:33:55.060

Maybe even 5.

dc9a6cf0-73db-438b-a00e-b27ab37c868d-0

02:33:57.140 --> 02:33:59.783

I don't know. I really like. Do
you guys want to take a break?

dc9a6cf0-73db-438b-a00e-b27ab37c868d-1

02:33:59.783 --> 02:34:02.385

Uh, it's up to you guys. I can
keep it as short or as long as

dc9a6cf0-73db-438b-a00e-b27ab37c868d-2

02:34:02.385 --> 02:34:04.650

you need, but there probably
won't be enough time for

dc9a6cf0-73db-438b-a00e-b27ab37c868d-3

02:34:04.650 --> 02:34:05.700

questions otherwise then.

0d97491e-6482-4652-a04f-d74c7b04203d-0

02:34:06.440 --> 02:34:09.776

Damian, let's just just keep
rolling. And if Council members

0d97491e-6482-4652-a04f-d74c7b04203d-1

02:34:09.776 --> 02:34:12.838

want to continue staying on,
they can. I know we've run

0d97491e-6482-4652-a04f-d74c7b04203d-2

02:34:12.838 --> 02:34:16.175

overtime, but this has been a
good presentation and a lot of

0d97491e-6482-4652-a04f-d74c7b04203d-3

02:34:16.175 --> 02:34:19.729

good questions and feedback. So
I would like to just keep going.

f2f81e50-ce3d-44cd-a954-99d08e1eeb5c-0

02:34:21.200 --> 02:34:24.825

I understand if there are some
Council members who need to step

f2f81e50-ce3d-44cd-a954-99d08e1eeb5c-1

02:34:24.825 --> 02:34:28.450

away at this time, that's OK and
we'll just keep going forward.

5c04b95d-8dd1-4aae-af43-c1b06c112a78-0

02:34:29.430 --> 02:34:33.093

Appreciate that, uh, and again,
I'll get through this as quickly

5c04b95d-8dd1-4aae-af43-c1b06c112a78-1

02:34:33.093 --> 02:34:36.306

as possible. So I guess I'll
just ask you guys keep your

5c04b95d-8dd1-4aae-af43-c1b06c112a78-2

02:34:36.306 --> 02:34:39.970

questions till the end just so I
can get through everything. And

5c04b95d-8dd1-4aae-af43-c1b06c112a78-3

02:34:39.970 --> 02:34:43.126

then you guys can go get your
water break or food break

5c04b95d-8dd1-4aae-af43-c1b06c112a78-4

02:34:43.126 --> 02:34:44.310

quickly. Alright, so.

2f228e8e-cf19-49fd-9a91-6a1888b228d3-0

02:34:45.090 --> 02:34:48.344

Um, this is the app we keep
talking about health storylines,

2f228e8e-cf19-49fd-9a91-6a1888b228d3-1

02:34:48.344 --> 02:34:51.012

publicly available, patient
facing version of our

2f228e8e-cf19-49fd-9a91-6a1888b228d3-2

02:34:51.012 --> 02:34:54.373

application and there are a few
different ways that we're able

2f228e8e-cf19-49fd-9a91-6a1888b228d3-3

02:34:54.373 --> 02:34:57.415

to support patients in using
this application. So you'll

2f228e8e-cf19-49fd-9a91-6a1888b228d3-4

02:34:57.415 --> 02:35:00.830

notice that I have a number of
different health tools queued up

2f228e8e-cf19-49fd-9a91-6a1888b228d3-5

02:35:00.830 --> 02:35:04.298

for me already in my library and
we do have an extensive library

2f228e8e-cf19-49fd-9a91-6a1888b228d3-6

02:35:04.298 --> 02:35:07.499

of 70 plus health tools at this
point fit for different use

2f228e8e-cf19-49fd-9a91-6a1888b228d3-7

02:35:07.499 --> 02:35:10.434

cases across different

therapeutic areas. Now a few of

2f228e8e-cf19-49fd-9a91-6a1888b228d3-8

02:35:10.434 --> 02:35:13.795

the more relevant ones to your
patient population include one,

2f228e8e-cf19-49fd-9a91-6a1888b228d3-9

02:35:13.795 --> 02:35:16.410

the medication tracker that you
see up top here.

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-0

02:35:16.550 --> 02:35:19.862

Uh. When patients engage with
it, they'll just be prompted to

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-1

02:35:19.862 --> 02:35:22.800

query our repository of
medications, and when they do,

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-2

02:35:22.800 --> 02:35:26.166

they'll be prompted to include
their dosing information, their

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-3

02:35:26.166 --> 02:35:29.211

frequency information, and then
they have the ability to

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-4

02:35:29.211 --> 02:35:32.523

configure push notifications
around those regimen as well. So

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-5

02:35:32.523 --> 02:35:35.515

that in this way, we're able to
promote that medication

84e09b56-8b3f-4e6b-b9f8-1957c1870f51-6

02:35:35.515 --> 02:35:36.050

adherence.

d3b162f6-37c6-4aff-a89e-95a5711e6e01-0

02:35:37.520 --> 02:35:38.840

So that's our medication
tracker.

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-0

02:35:39.750 --> 02:35:43.409

And beyond that, uh Nicholas
started alluding to this earlier

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-1

02:35:43.409 --> 02:35:46.951

as well. We also do have a
number of symptom tracking tools

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-2

02:35:46.951 --> 02:35:50.787

as well. This is a bit more of a
generic one, but understandably

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-3

02:35:50.787 --> 02:35:54.270

the experience of of going
through these symptoms contains

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-4

02:35:54.270 --> 02:35:57.988

a lot more dimensionality. That
is slider from zero to 10 just

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-5

02:35:57.988 --> 02:36:01.530

doesn't catch. So with that in
mind, we do have a number of

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-6

02:36:01.530 --> 02:36:05.307

condition and symptom specific
monitoring tools and for example

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-7

02:36:05.307 --> 02:36:08.908

more relevant to SCI. We have
this my SCI profile tool where

72df93cd-c5e1-472f-bcfc-9ffcc2d261ca-8

02:36:08.908 --> 02:36:10.620

across a number of different.

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-0

02:36:11.170 --> 02:36:14.915

Dimensions for STI including uh,
bowel profile, bladder profile,

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-1

02:36:14.915 --> 02:36:18.085

spasticity, skin profile,
etcetera. There's a lot more

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-2

02:36:18.085 --> 02:36:21.428

dimensionality that we capture
to the experience of these

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-3

02:36:21.428 --> 02:36:24.828

different symptoms so that
patients are able to keep track

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-4

02:36:24.828 --> 02:36:28.228

of that. And then we also do

have this SCI confidence tool

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-5

02:36:28.228 --> 02:36:31.743

where patients are able to kind

of self report how they feel

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-6

02:36:31.743 --> 02:36:35.086

about the condition, whether

it's improving or not across

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-7

02:36:35.086 --> 02:36:38.544

those different dimensions as

well. But we do have a number

e48c3287-c86b-4d7b-a2fb-b2cb02520b94-8

02:36:38.544 --> 02:36:41.080

more symptom specific tools like

the paint.

e5368b0b-b2a2-49e1-9a04-fec60f597a0a-0

02:36:41.150 --> 02:36:44.321

Marker that you see here, um,

stool, diary, etcetera,

e5368b0b-b2a2-49e1-9a04-fec60f597a0a-1

02:36:44.321 --> 02:36:44.850

etcetera.

e5e43177-82be-47b3-a2d9-403282e56281-0

02:36:45.630 --> 02:36:49.020

So we have a medication tracker,
symptom trackers, um real quick.

e5e43177-82be-47b3-a2d9-403282e56281-1

02:36:49.020 --> 02:36:52.257

I also do want to mention that
we have a few qualitative based

e5e43177-82be-47b3-a2d9-403282e56281-2

02:36:52.257 --> 02:36:55.288

tools as well like this my
journal tool for example, where

e5e43177-82be-47b3-a2d9-403282e56281-3

02:36:55.288 --> 02:36:58.267

there are a few prompts that
patients can use or just jot

e5e43177-82be-47b3-a2d9-403282e56281-4

02:36:58.267 --> 02:37:01.452

whatever they want as well as
this daily moods tool. But it's

e5e43177-82be-47b3-a2d9-403282e56281-5

02:37:01.452 --> 02:37:04.740

just a great way for patients to
be able to put language to the

e5e43177-82be-47b3-a2d9-403282e56281-6

02:37:04.740 --> 02:37:07.463

experience that they're going
through where you know

e5e43177-82be-47b3-a2d9-403282e56281-7

02:37:07.463 --> 02:37:10.545

oftentimes they are either, you
know, getting told how they

e5e43177-82be-47b3-a2d9-403282e56281-8

02:37:10.545 --> 02:37:13.782

should be feeling or there isn't
as much for them to put their

e5e43177-82be-47b3-a2d9-403282e56281-9

02:37:13.782 --> 02:37:15.939

own voice to that experience. So
that is.

e96b9d87-78e8-4daf-9445-e705d8c2fc49-0

02:37:16.140 --> 02:37:18.266

That has been found to be very
empowering for patients,

e96b9d87-78e8-4daf-9445-e705d8c2fc49-1

02:37:18.266 --> 02:37:19.900

especially when they do that
consistently.

08dd3d1e-72e8-4c50-b66a-f158d3268a35-0

02:37:21.820 --> 02:37:25.992

And then beyond those, we also
do have a number of educational

08dd3d1e-72e8-4c50-b66a-f158d3268a35-1

02:37:25.992 --> 02:37:30.165

modules. So I know you guys have
a Resource Center that pretty

08dd3d1e-72e8-4c50-b66a-f158d3268a35-2

02:37:30.165 --> 02:37:34.072

much addresses many of the
patient need themes that Nicole

08dd3d1e-72e8-4c50-b66a-f158d3268a35-3

02:37:34.072 --> 02:37:37.450

mentioned earlier and we can
host that here in our

08dd3d1e-72e8-4c50-b66a-f158d3268a35-4

02:37:37.450 --> 02:37:41.490

application as well. So this is

just an example of a similar

08dd3d1e-72e8-4c50-b66a-f158d3268a35-5

02:37:41.490 --> 02:37:45.596

tool that we've built out with
for another org imerman angels

08dd3d1e-72e8-4c50-b66a-f158d3268a35-6

02:37:45.596 --> 02:37:49.305

where they actually have a an
intake process for cancer

08dd3d1e-72e8-4c50-b66a-f158d3268a35-7

02:37:49.305 --> 02:37:51.160

patients which they can use.

a2f81de6-a2b4-415b-a5fa-f9b365b84fb4-0

02:37:51.240 --> 02:37:54.165

To get paired with the cancer
mentor. So I'm sorry, can't

a2f81de6-a2b4-415b-a5fa-f9b365b84fb4-1

02:37:54.165 --> 02:37:56.990

remember who it was, but
somebody raises similar point.

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-0

02:37:58.550 --> 02:38:01.969

In terms of getting paired with

mentorship for other uh patients

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-1

02:38:01.969 --> 02:38:05.231

that are going through the same
thing and actually understand

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-2

02:38:05.231 --> 02:38:08.598

what that experience means to be
going through that symptom. So

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-3

02:38:08.598 --> 02:38:11.807

this is just a simpler one, but
if you guys have any similar

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-4

02:38:11.807 --> 02:38:14.963

things within your Resource
Center, it doesn't even have to

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-5

02:38:14.963 --> 02:38:18.383

be intake. It can be information
about around symptom medication

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-6

02:38:18.383 --> 02:38:21.697

program, etcetera, etcetera. We
can host all of that. And then

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-7

02:38:21.697 --> 02:38:25.011

as you update your information,
it'll be updated in our app in

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-8

02:38:25.011 --> 02:38:28.168

real time because to put it
simply, we just put a window in

24ab9dcf-e1a9-47a9-b9cb-7f3a32cdd246-9

02:38:28.168 --> 02:38:29.010

our application.

70bece39-d3b6-430c-a218-42c30aa7f3d5-0

02:38:29.080 --> 02:38:32.436

To the content that you guys
host. So whenever a patient in

70bece39-d3b6-430c-a218-42c30aa7f3d5-1

02:38:32.436 --> 02:38:36.016

our application search up spinal
cord injury or traumatic brain

70bece39-d3b6-430c-a218-42c30aa7f3d5-2

02:38:36.016 --> 02:38:38.869

injury, whatever it is, your
tool can end up being

70bece39-d3b6-430c-a218-42c30aa7f3d5-3

02:38:38.869 --> 02:38:42.170

shortlisted there along with the
rest of the ones we have.

7a1cdd00-898e-471c-b947-e9586c657d18-0

02:38:43.540 --> 02:38:46.488

So I know, uh, there's a
question up here. I have like 50

7a1cdd00-898e-471c-b947-e9586c657d18-1

02:38:46.488 --> 02:38:49.589

seconds left, probably. So I'm
gonna fly through the rest of

7a1cdd00-898e-471c-b947-e9586c657d18-2

02:38:49.589 --> 02:38:52.436

this. Uh, one other thing
quickly on this last page. On

7a1cdd00-898e-471c-b947-e9586c657d18-3

02:38:52.436 --> 02:38:55.588

this first page is that we also
do support integration with a

7a1cdd00-898e-471c-b947-e9586c657d18-4

02:38:55.588 --> 02:38:58.740

number of different wearables.

So your apple watches, Fitbits

7a1cdd00-898e-471c-b947-e9586c657d18-5

02:38:58.740 --> 02:39:01.892

or rings apps like Strava, et

cetera. Again, just to show how

7a1cdd00-898e-471c-b947-e9586c657d18-6

02:39:01.892 --> 02:39:05.196

configurable and the ability for

us to be able to house all that

7a1cdd00-898e-471c-b947-e9586c657d18-7

02:39:05.196 --> 02:39:07.839

patient information including

EMR data in one spot.

f8e690a9-7c55-41f1-8616-e2fae6be2c56-0

02:39:09.170 --> 02:39:12.165

Um, this next tab is just a

graphical longitudinal view of

f8e690a9-7c55-41f1-8616-e2fae6be2c56-1

02:39:12.165 --> 02:39:15.466

all the health information that

patients would have been logging

f8e690a9-7c55-41f1-8616-e2fae6be2c56-2

02:39:15.466 --> 02:39:18.716

on that first page. And the neat thing is that they're actually

f8e690a9-7c55-41f1-8616-e2fae6be2c56-3

02:39:18.716 --> 02:39:21.965

able to export a report of this either as a PDF or CSV to share

f8e690a9-7c55-41f1-8616-e2fae6be2c56-4

02:39:21.965 --> 02:39:24.200

with their healthcare provider or whomever.

2f6eb278-e43d-441e-8af0-322e876ccd89-0

02:39:25.340 --> 02:39:28.767

And then the last thing I want to show you guys, thank you guys

2f6eb278-e43d-441e-8af0-322e876ccd89-1

02:39:28.767 --> 02:39:31.819

for sticking with me through this point. I know I'm just

2f6eb278-e43d-441e-8af0-322e876ccd89-2

02:39:31.819 --> 02:39:35.032

basically freestyling this. We do have our circular support

2f6eb278-e43d-441e-8af0-322e876ccd89-3

02:39:35.032 --> 02:39:38.191

tool here. And again, the
intention here is to really nail

2f6eb278-e43d-441e-8af0-322e876ccd89-4

02:39:38.191 --> 02:39:41.190

community, really bring
community to that experience of

2f6eb278-e43d-441e-8af0-322e876ccd89-5

02:39:41.190 --> 02:39:44.456

these patients going through
these conditions because it can

2f6eb278-e43d-441e-8af0-322e876ccd89-6

02:39:44.456 --> 02:39:47.616

be extremely isolating and you
feel like the weight of the

2f6eb278-e43d-441e-8af0-322e876ccd89-7

02:39:47.616 --> 02:39:50.668

world is on your shoulders and
you have to navigate that

2f6eb278-e43d-441e-8af0-322e876ccd89-8

02:39:50.668 --> 02:39:53.935

yourself. So when patients hop

onto the app, they can invite

2f6eb278-e43d-441e-8af0-322e876ccd89-9

02:39:53.935 --> 02:39:55.970

friends, family caregivers,

whomever.

30804dec-f7c1-42c9-89cb-0e0baec4d580-0

02:39:56.090 --> 02:39:59.231

To join this to to join them on

that patient journey as well,

30804dec-f7c1-42c9-89cb-0e0baec4d580-1

02:39:59.231 --> 02:40:02.170

and admit them to any one of

these groups that you see in

30804dec-f7c1-42c9-89cb-0e0baec4d580-2

02:40:02.170 --> 02:40:05.109

front of you. And this was

raised earlier. But the reason

30804dec-f7c1-42c9-89cb-0e0baec4d580-3

02:40:05.109 --> 02:40:07.846

for this is so that patients

still have this level of

30804dec-f7c1-42c9-89cb-0e0baec4d580-4

02:40:07.846 --> 02:40:10.835

anonymity and privacy about
their health data because they

30804dec-f7c1-42c9-89cb-0e0baec4d580-5

02:40:10.835 --> 02:40:14.079

can choose which specific tools
and health information to share

30804dec-f7c1-42c9-89cb-0e0baec4d580-6

02:40:14.079 --> 02:40:17.271

with what group. So in that way
what you would share with your

30804dec-f7c1-42c9-89cb-0e0baec4d580-7

02:40:17.271 --> 02:40:20.311

friends isn't necessarily what
you would want to share with

30804dec-f7c1-42c9-89cb-0e0baec4d580-8

02:40:20.311 --> 02:40:21.679

your family and vice versa.

ec7d758d-75bc-44ea-922d-d10630bf085b-0

02:40:22.840 --> 02:40:27.076

And then you can also monitor
remotely and then shoot them DM

ec7d758d-75bc-44ea-922d-d10630bf085b-1

02:40:27.076 --> 02:40:31.108

through the app as need be, but
that is our 62nd, maybe 75

ec7d758d-75bc-44ea-922d-d10630bf085b-2

02:40:31.108 --> 02:40:34.798

second. Look at what our app
does and how it can help

ec7d758d-75bc-44ea-922d-d10630bf085b-3

02:40:34.798 --> 02:40:37.600

patients across a few different
domains.

3c7b83cb-699a-4dce-9f9f-d02a01345fcc-0

02:40:38.920 --> 02:40:43.640

Any questions before you guys
are finally released for your

3c7b83cb-699a-4dce-9f9f-d02a01345fcc-1

02:40:43.640 --> 02:40:46.000

break? Jill has a question so.

8c311841-bef0-4c33-a61d-89a252d1fe87-0

02:40:47.230 --> 02:40:51.427

Yeah, I was just wondering, I I
noticed you had the six minute

8c311841-bef0-4c33-a61d-89a252d1fe87-1

02:40:51.427 --> 02:40:55.691

walk test results on the front
pages that any of the functional

8c311841-bef0-4c33-a61d-89a252d1fe87-2

02:40:55.691 --> 02:40:59.756

outcome tools can be uploaded or
did you you all choose that

8c311841-bef0-4c33-a61d-89a252d1fe87-3

02:40:59.756 --> 02:41:04.087

particular tool, does that make
sense? Yeah, it does this one we

8c311841-bef0-4c33-a61d-89a252d1fe87-4

02:41:04.087 --> 02:41:08.218

just built out ourselves from
through our platform. But there

8c311841-bef0-4c33-a61d-89a252d1fe87-5

02:41:08.218 --> 02:41:12.482

are other trackers and apps out
there for, I don't know, epiros

8c311841-bef0-4c33-a61d-89a252d1fe87-6

02:41:12.482 --> 02:41:16.680

other symptom specific trackers
as well. If there is anything.

1520e023-9029-4354-a177-83e0c8768f18-0

02:41:16.780 --> 02:41:20.640

Um, that you guys believe to be
really remarkable in terms of

1520e023-9029-4354-a177-83e0c8768f18-1

02:41:20.640 --> 02:41:24.500

validity in terms of ubiquitous
ubiquitousness of use, we can

1520e023-9029-4354-a177-83e0c8768f18-2

02:41:24.500 --> 02:41:28.360

also integrate that into our
application. But given that this

1520e023-9029-4354-a177-83e0c8768f18-3

02:41:28.360 --> 02:41:30.290

is a pretty common test, sorry.

d54a5a7b-1a33-4885-a807-95080d52dfa4-0

02:41:32.830 --> 02:41:36.109

Given that this is a pretty
common test, um, we just decided

d54a5a7b-1a33-4885-a807-95080d52dfa4-1

02:41:36.109 --> 02:41:39.443

to build this out ourselves in
here because we know that many

d54a5a7b-1a33-4885-a807-95080d52dfa4-2

02:41:39.443 --> 02:41:41.970

of our patients will want to use
this as well.

3406ffc3-7de2-4c2b-9c86-9328c632a7f3-0

02:41:50.550 --> 02:41:53.982

I was thinking I I know that
time is limited. I think

3406ffc3-7de2-4c2b-9c86-9328c632a7f3-1

02:41:53.982 --> 02:41:57.732

they're, you know, there's
probably I have 1000 questions,

3406ffc3-7de2-4c2b-9c86-9328c632a7f3-2

02:41:57.732 --> 02:42:01.228

um, but maybe we as a small
group can get together and

3406ffc3-7de2-4c2b-9c86-9328c632a7f3-3

02:42:01.228 --> 02:42:01.610

maybe.

62fbeb8b-99f7-4d0a-b7f1-7d1f892e9614-0

02:42:02.340 --> 02:42:02.880

You know.

79605d02-3ea5-47f1-9c74-60b3f1a8f02e-0

02:42:03.570 --> 02:42:06.734

Talk a little more about what
our questions might be, um, and

79605d02-3ea5-47f1-9c74-60b3f1a8f02e-1

02:42:06.734 --> 02:42:08.010

how they would, you know.

ef37e0ef-4457-4535-ae90-033ec5605897-0

02:42:09.870 --> 02:42:13.362

Impact our organization and and
where we could maybe align on

ef37e0ef-4457-4535-ae90-033ec5605897-1

02:42:13.362 --> 02:42:15.390

and then we could target more of
a.

e617ce32-1f91-48a8-a401-dea79f859ea0-0

02:42:16.080 --> 02:42:17.780

You know a a presentation that.

5b6143ba-77ed-45c3-918e-5d9d66207a69-0

02:42:18.430 --> 02:42:21.470

Meets our needs potentially and
and just a little more

5b6143ba-77ed-45c3-918e-5d9d66207a69-1

02:42:21.470 --> 02:42:24.731

transparency of how it might

help our group and and who we

5b6143ba-77ed-45c3-918e-5d9d66207a69-2

02:42:24.731 --> 02:42:27.993

are trying to outreach to
because I think I think the hard

5b6143ba-77ed-45c3-918e-5d9d66207a69-3

02:42:27.993 --> 02:42:31.420

part of this presentation was I
didn't you didn't really know

5b6143ba-77ed-45c3-918e-5d9d66207a69-4

02:42:31.420 --> 02:42:34.571

what the product was until the
end. So it was hard to to

5b6143ba-77ed-45c3-918e-5d9d66207a69-5

02:42:34.571 --> 02:42:37.943

understand you know, where to
ask the questions because it's

5b6143ba-77ed-45c3-918e-5d9d66207a69-6

02:42:37.943 --> 02:42:41.536

it's kind of hard to understand
what the ASK is here and and how

5b6143ba-77ed-45c3-918e-5d9d66207a69-7

02:42:41.536 --> 02:42:44.853

we could partner, you know,
versus just being somebody that

5b6143ba-77ed-45c3-918e-5d9d66207a69-8

02:42:44.853 --> 02:42:47.838

would advocate for your
application that if a patient

5b6143ba-77ed-45c3-918e-5d9d66207a69-9

02:42:47.838 --> 02:42:49.110

was interested in that.

5082ce23-c486-4903-86c2-46fd665bcd77-0

02:42:49.190 --> 02:42:52.565

Came across. Go for it. You know
here it is. Wanted to let you

5082ce23-c486-4903-86c2-46fd665bcd77-1

02:42:52.565 --> 02:42:55.726

know. You can sign up, pay for
it if you want to. So still

5082ce23-c486-4903-86c2-46fd665bcd77-2

02:42:55.726 --> 02:42:58.941

trying to understand um those
aspects. But that would be my

5082ce23-c486-4903-86c2-46fd665bcd77-3

02:42:58.941 --> 02:43:02.049

suggestion is that maybe on a on
a one of our small group

5082ce23-c486-4903-86c2-46fd665bcd77-4

02:43:02.049 --> 02:43:05.371

meetings that we kind of come
together and and and maybe have

5082ce23-c486-4903-86c2-46fd665bcd77-5

02:43:05.371 --> 02:43:08.693

you guys back to answer those
questions I don't know what the

5082ce23-c486-4903-86c2-46fd665bcd77-6

02:43:08.693 --> 02:43:09.389

group thinks.

2c763e4b-9d69-4117-84ab-4dad82cc8f02-0

02:43:10.900 --> 02:43:14.977

Yeah, I think it's a. It's a
fair point. So as a take away,

2c763e4b-9d69-4117-84ab-4dad82cc8f02-1

02:43:14.977 --> 02:43:19.055

maybe uh if I can coordinate
with someone to book like a

2c763e4b-9d69-4117-84ab-4dad82cc8f02-2

02:43:19.055 --> 02:43:23.337

specific teams meeting and then
we can go over, you know, what

2c763e4b-9d69-4117-84ab-4dad82cc8f02-3

02:43:23.337 --> 02:43:27.007

exactly might be the
requirements on a on a very high

2c763e4b-9d69-4117-84ab-4dad82cc8f02-4

02:43:27.007 --> 02:43:30.813

level really. And we can
probably do like a deeper dive

2c763e4b-9d69-4117-84ab-4dad82cc8f02-5

02:43:30.813 --> 02:43:34.755

in terms of questions and
answers, get Damian back online

2c763e4b-9d69-4117-84ab-4dad82cc8f02-6

02:43:34.755 --> 02:43:36.590

instead of 6 minutes maybe.

12da4ba2-29fc-465d-aaa3-a3a6df487541-0

02:43:37.600 --> 02:43:42.024

20 minutes this time. Ohh then
we can. I guess. Take it from

12da4ba2-29fc-465d-aaa3-a3a6df487541-1

02:43:42.024 --> 02:43:42.460

there.

ad52b9f3-832b-45cf-8c45-be5bf4271f0b-0

02:43:43.850 --> 02:43:48.057

If this committee would like, I
can invite them back to our next

ad52b9f3-832b-45cf-8c45-be5bf4271f0b-1

02:43:48.057 --> 02:43:52.007

meeting on Friday, November
18th, from 2:00 to 3:00 to speak

ad52b9f3-832b-45cf-8c45-be5bf4271f0b-2

02:43:52.007 --> 02:43:56.150

again and to go more in depth on
the app if the committee would

ad52b9f3-832b-45cf-8c45-be5bf4271f0b-3

02:43:56.150 --> 02:44:00.099

like that. Or could we use that
time to kind of jot down the

ad52b9f3-832b-45cf-8c45-be5bf4271f0b-4

02:44:00.099 --> 02:44:04.177

questions internally and then
maybe invite them to the meeting

ad52b9f3-832b-45cf-8c45-be5bf4271f0b-5

02:44:04.177 --> 02:44:07.350

after that is is my thought? I

don't know. Yeah.

e367bc51-c96c-4f5d-9771-df8926a1f6a3-0

02:44:08.690 --> 02:44:09.510

I would agree.

9e413f91-fe69-4f69-a7a1-59b06fd56946-0

02:44:10.500 --> 02:44:10.880

OK.

b2cb86c8-0f2c-4c86-bd2d-7e6542367eb6-0

02:44:12.130 --> 02:44:15.273

So our next and our next

committee meeting will focus on

b2cb86c8-0f2c-4c86-bd2d-7e6542367eb6-1

02:44:15.273 --> 02:44:17.590

this app and what our questions

would be.

6ea42dad-f228-4373-963f-435391c2bdb2-0

02:44:18.320 --> 02:44:21.707

And then on in December, we will

invite the group to come back

6ea42dad-f228-4373-963f-435391c2bdb2-1

02:44:21.707 --> 02:44:23.590

for a question and answer

session.

0300fd18-ea94-45c0-aa54-8021f1275a09-0

02:44:25.280 --> 02:44:26.260

Is that what I'm hearing?

e7492497-5007-4981-8b50-6ac912535c03-0

02:44:27.060 --> 02:44:27.570

Yes.

55142e25-803c-440f-b9bf-e96dee4f4f65-0

02:44:28.770 --> 02:44:33.434

OK, very good. So, Kimberly, I
will follow up with you. Uh, you

55142e25-803c-440f-b9bf-e96dee4f4f65-1

02:44:33.434 --> 02:44:38.025

know, post in November 18, you
know on what day works best and

55142e25-803c-440f-b9bf-e96dee4f4f65-2

02:44:38.025 --> 02:44:39.920

then we can go from there.

3e9b66b1-ff1c-466f-83d6-e8ec2f9b4742-0

02:44:40.580 --> 02:44:42.080

OK, sounds really good.

6a40dead-c072-49d1-a443-98b3a2d97666-0

02:44:42.760 --> 02:44:43.200

Really good.

fe4e0863-9617-494d-a3f9-937eff2b3a46-0

02:44:44.080 --> 02:44:48.210

Thank you for coming to speak to
our group this morning. It's

fe4e0863-9617-494d-a3f9-937eff2b3a46-1

02:44:48.210 --> 02:44:52.207

really very interesting. I
think, Natalie, I appreciate all

fe4e0863-9617-494d-a3f9-937eff2b3a46-2

02:44:52.207 --> 02:44:55.738

your feedback, you know, and
Kevin, all of you, Jill

fe4e0863-9617-494d-a3f9-937eff2b3a46-3

02:44:55.738 --> 02:44:58.070

Ruthanne, it's really been
really.

9897e7fe-1b85-4cdd-bbc1-d8d45d162f0e-0

02:44:58.960 --> 02:44:59.930

Great feedback.

f0ff3b29-4333-4cfc-96cf-482681182f3e-0

02:45:00.710 --> 02:45:03.906

So we will, um, go ahead and
plan to discuss it again in

f0ff3b29-4333-4cfc-96cf-482681182f3e-1

02:45:03.906 --> 02:45:06.991

November, get our questions
together, kind of what our

f0ff3b29-4333-4cfc-96cf-482681182f3e-2

02:45:06.991 --> 02:45:10.300

thoughts are and then we'll
invite the group elira to come

f0ff3b29-4333-4cfc-96cf-482681182f3e-3

02:45:10.300 --> 02:45:11.590

back again in December.

96c07365-f3fe-4427-a840-81e129e7278f-0

02:45:12.470 --> 02:45:15.670

If um, are there any other
questions this morning?

82a4ba7a-f318-4e9c-ac37-85f2ecc7119a-0

02:45:19.730 --> 02:45:23.606

OK, if there's no other
questions, then thank you,

82a4ba7a-f318-4e9c-ac37-85f2ecc7119a-1

02:45:23.606 --> 02:45:27.940

Nicole and Shelle and Damien and

I will move to adjourn.

d2983207-6fbb-4a81-a6ae-064e0c40cab1-0

02:45:29.870 --> 02:45:30.990

I second your motion.

5f7a3408-87a0-4988-a416-11b225c6d64e-0

02:45:34.080 --> 02:45:38.829

OK, then, um, we'll adjourn for

now. Uh, we will reconvene at

5f7a3408-87a0-4988-a416-11b225c6d64e-1

02:45:38.829 --> 02:45:41.970

1:00. O'clock for our afternoon

session.

c1b727b0-c3f8-4985-87ae-11cffdef0b34-0

02:45:42.630 --> 02:45:44.230

Thank you all very much. I

appreciate you.

cdbdab88-3d91-4601-8ecb-8c94563cdaf6-0

02:45:45.020 --> 02:45:45.680

See you then.

41ff8843-4ad5-4b12-9e45-c60b049cdeef-0

02:45:46.840 --> 02:45:47.770

Is that a new lake?

86ef6390-bbc6-473f-a983-704b9d570cd7-0

02:45:49.340 --> 02:45:52.618

I'm sorry, was that would be a
new link for this afternoon or

86ef6390-bbc6-473f-a983-704b9d570cd7-1

02:45:52.618 --> 02:45:55.897

is it the same? No, it's it's
the same link, but I'm going to

86ef6390-bbc6-473f-a983-704b9d570cd7-2

02:45:55.897 --> 02:45:59.069

shut down. I'm going to shut
down for a little bit and then

86ef6390-bbc6-473f-a983-704b9d570cd7-3

02:45:59.069 --> 02:46:02.401

I'll open it all back up about
one. I'll open the meeting back

86ef6390-bbc6-473f-a983-704b9d570cd7-4

02:46:02.401 --> 02:46:02.560

up.

befdb35c-7fe4-401d-8f00-6a54fbc6950a-0

02:46:03.620 --> 02:46:04.420

Alright, thank you.

d100fa85-9ce4-4b6b-9377-8fe09554dcd9-0

02:46:05.370 --> 02:46:06.220

OK. Yes, ma'am.

8884a249-b854-465d-98d0-d156c077207e-0

02:46:06.850 --> 02:46:07.300

Thank you.