

Mayo Clinic Q & A - Dr. Brad Leibovich - Center for Digital ...

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SPEAKERS

Dr. Halena Gazelka, Narrator, Dr. Brad Leibovich

N Narrator 00:00
Coming up by Mayo Clinic Q&A,

D Dr. Brad Leibovich 00:03
The Center for Digital Health has the vision of bringing Mayo Clinic to a global community so that we can deliver Mayo Clinic anywhere in a manner that is simple. That is personal so we can deliver Mayo Clinic quality, Mayo Clinic compassion, Mayo Clinic expertise to people digitally in addition to what we do in our bricks and mortar facilities.

N Narrator 00:25
Mayo Clinic's Center for Digital Health is delivering innovative, comprehensive and complex care to patients in the comfort of their homes. Using new technologies, patients can receive the same care at home as they would in the hospital.

D Dr. Brad Leibovich 00:38
We have an opportunity to provide great quality care, and that if done right, it will enable people to stay in their homes more, with their families mor. It will enable them to continue working more. It will cure them faster. It will do so with less expense, less frustration, and everybody benefits if we can accomplish that.

D Dr. Halena Gazelka 00:59
Welcome everyone to Mayo Clinic Q&A, I'm Halena Gazelka. Innovation in healthcare is being driven by technology and data. And the Center for Digital Health is Mayo Clinic's hub for this digital transformation. So, what does this mean for our patients? Well, joining us to discuss this today is Dr. Brad Leibovich, Medical Director for the Center for

Digital Health at Mayo Clinic. Thanks for being here today, Brad.

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Dr. Brad Leibovich 01:24

I'm really excited to be here. Should be a fun conversation.

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Dr. Halena Gazelka 01:27

Yes, I'm really excited to have you here because digital health means so many things. And so, I wonder if you just kind of start by telling our listeners, what should they think of when they think of digital health and the Center for Digital Health?

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Dr. Brad Leibovich 01:42

Yeah, it's hard to wrap your head around everything that is digital health. So, the Center for Digital Health has the vision of bringing Mayo Clinic to a global community so that we can deliver Mayo Clinic anywhere in a manner that is simple, that is seamless, and that is personal. So, we can deliver Mayo Clinic quality, Mayo Clinic compassion, Mayo Clinic expertise to people digitally in addition to what we do in our bricks and mortar facilities.

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Dr. Halena Gazelka 02:17

Brad, has COVID-19 had any impact on Mayo Clinic's digital approach to health care? It has accelerated some areas I would imagine.

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Dr. Brad Leibovich 02:26

Yeah, so COVID-19 has been a huge accelerant. You're exactly right. I think it's been an accelerant in terms of regulatory issues. So, previously it was very difficult for us to conduct care with people who weren't physically present with us. But because of the rules changing around the pandemic, we have been enabled to provide care to people anywhere that's done with video visits, like you and I are chatting today. But we also are able to collect medical data on people and offer more than just an opportunity to speak. I think because of the regulatory burdens being lifted, and because the providers and patients were able to see the value and were forced to learn about the value in providing care this way, it has been adopted and accepted much, much more rapidly than it would have been without COVID as the accelerant. In the future, I think this will enable us to care for people that traditionally might not be able to have the time and expense to travel to one of our facilities, and will hopefully help with some of the, you know, efforts to make good quality health care available to a broader population.

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Dr. Halena Gazelka 03:55

I think that is just wonderful. I love the idea of digital health as a great equalizer.

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Dr. Brad Leibovich 04:02

Yeah, it's really important. And what we need is for those of us that pay health workers to understand that we have

an opportunity to provide great quality care, and that if done right, it will enable people to stay in their homes more, with their families more. It will enable them to continue working more. It will cure them faster. It will do so with less expense, less frustration, and everybody benefits if we can accomplish that.

D Dr. Halena Gazelka 04:37

Brad, I think it would be really illustrative for our listeners if you could tell us a little bit about some of the key initiatives that the Center for Digital Health are working on.

D Dr. Brad Leibovich 04:47

Sure, we think of them as pillars. So, the sort of pillars of our digital strategy are how do we transform the digital consumer experience. So, the goal, the expectation is that when people are thinking about a great digital experience in the future, they're not going to talk about how easy it is to use their iPad, or how easy it is to shop on Amazon, they're going to be talking about Mayo Clinic as the exemplar for the best digital experience. And in so doing, as we've been discussing, transform the way we deliver health care. So, making it easier, making it less frustrating, making it less expensive, less time consuming, while enhancing quality. And while restoring a lot of what physicians miss which is the face-to-face human interactions. Right now, we hear so many complaints about, you know, physicians spend so much time in front of the screen so much time interacting with computers, if we do this digital transformation correctly, and empower our physicians and the teams that support them, and the institutions that support them with the right tools, the technology will fade into the background and the human component of health care will be restored. So, we're going to transform healthcare both within Mayo Clinic and outside of Mayo Clinic. And we will position Mayo Clinic to be a clear leader in the delivery of health care, not only in our bricks and mortar facilities, but digitally.

D Dr. Halena Gazelka 06:23

I like that example that you gave Brad, because literally every time that I go in to see a patient in an exam room, I say give me just a moment, I'm going to log into the computer so that I have it ready, and I have our electronic health record pulled up.

D Dr. Brad Leibovich 06:36

Right. So, if that electronic health record supported you correctly, you would be briefed on that patient, everything would have been presented to you in a manner that's easy for you to digest, you know, everything that's pertinent about that patient for what you need to do for that patient. And you wouldn't need to look at the computer because you would have been briefed. But when it came time to share information, you could do so in a way that's unobtrusive. So, instead of looking at the computer and looking at the patient, you and the patient can have a conversation with the data that you need to share with them displayed between the two of you in a manner that's easy for them to digest, easy for you to explain. And then at the end of that interaction, instead of having to go do a whole bunch of, you know, let's face it drudgery to document and to do the record keeping that takes so much time nowadays, all of that stuff should be taken care of for you, again, enabling you to spend more time with your patients.

D Dr. Halena Gazelka 07:37

Oh, I love that idea. Brad, tell us a little bit about Advanced Care at Home and Mayo Care Anywhere.

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Dr. Brad Leibovich 07:43

Sure. So Advanced Care at Home is one component of Mayo Care Anywhere. So, Mayo Care Anywhere is a suite of products. So, these are products that allow us to do exactly what we've been talking about. Advanced Care at Home, provides hospital level care. So, think of people that traditionally would need to be in the hospital for a serious condition. Instead, being enabled to stay in their home, having nurses and physicians checking on them via technology, and having data streamed to those providers from their home. So, we enable them to remain home by bringing what would traditionally be hospital level equipment into the home and having continuous interactions with them. It's a great service, and through COVID in particular has enabled us to maintain our capacity in the hospital for people that really need care that can't be delivered at home. Other products like that would be a much lower level of care, but still more than just a video chat. So, think of remote patient monitoring for things like less acute COVID, or for high blood pressure, or for people that have a heart condition. So, these are things that we can monitor in patient's homes, but they're not necessarily hospital level care. We have over 500 patients enrolled in that sort of remote patient monitoring system at any one point in time. And we typically have, you know, up to 40 patients that are being cared for at any point in time with this Advanced Care at Home.

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Dr. Halena Gazelka 09:38

I have seen that in action, and that is really truly amazing to me.

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Dr. Brad Leibovich 09:42

It is amazing. And again, it is what our patients expect of us. So, when possible, how do we keep them in a supporting environment? How do we keep them at home while still delivering that super high quality care and allowing the handoff? So, if somebody is in, you know, a remote patient monitoring situation and they become, you know, more sick, they need care at a higher level, we can transition them to the Advanced Care at Home, and then if necessary, even into the hospital and back down so that people get the care where it's appropriate, and we can deliver that super high quality on the patient's terms instead of on our terms.

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Dr. Halena Gazelka 10:27

Say, Brad, I've just a question about sort of the philosophy of care at home. I'm thinking that years and decades ago that we did care for people at home, their primary care physician would go into their home and see them if they were ill. And then we started building hospitals in the United States and brought people into hospitals. And now we're bringing them home again, is that just because we have the technology now to do that?

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Dr. Brad Leibovich 10:53

I think that's probably the majority of it. Yeah. You know, if you think about when people used to do house calls, really all you had were a couple medications, a couple bandages, a stethoscope, and that was it. Now, we have very advanced diagnostic and therapeutic tools. And up until recently, it just wasn't possible to do, you know, an EKG, you know, heart monitoring in somebody's home. Now, that's easy, and we can transmit the data and the team can see

it. There are so many tools that enable us to monitor patients at home that have only recently been available to us because of improvements in technology. And then, of course, the ability to transmit large volumes of data so that we can see things happen to these patients in real time and react in real time as we need to.

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Dr. Halena Gazelka 11:46

And what an incredible advantage to the patient to be in the comfort of their home.

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Dr. Brad Leibovich 11:50

No question. Yeah, the patients love it, and the providers love it.

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Dr. Halena Gazelka 11:55

Brad, what innovations do you see coming that will be most helpful to patients? We've talked about some of them already, I think

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Dr. Brad Leibovich 12:03

Medicine is all about getting the right sort of data. And you know, it doesn't matter what sort of a physician you speak with, in order for that physician to care for that patient, in order for that advanced care provider to care for that patient or that nurse to care for that patient, they need to intake large sums of data. So, what we do now is we have these individual sporadic touch points. Unfortunately, usually when something has gotten bad enough that we have to start looking for data about something that's gone wrong, I think the real value will be when people trust us to look at the data that we can collect on them in their day-to-day existence. And we take advantage of the ability to collect large sums of data from wearables and from other things in their environment that know what's happening with them, that we can then predict when disease will occur and prevent it. Or if we can't prevent it, take care of it at an early stage when we can take care of them more simply in their homes. Or if it does require something major, a hospitalization, a move to, you know, one of our actual bricks and mortar facilities. If we can ingest all of that data and get data on them before they come, we can make their time away from home shorter, their time in hospital faster, and improve the quality significantly. So, you know, physicians can only process so much data. But if we build systems around all of that data, to provide insights to that physician team, and we can assemble those teams virtually around patients and pick experts from all over the globe as necessary, then the quality of care will be improved. So, it's really at every level, you know, predicting and preventing, you know, diagnosing early and treating simply, or when necessary enhancing our ability to rapidly restore health and provide cures. That's how we're really going to transform what patients experience in healthcare, to make it less obtrusive, and to keep them healthy and happy at home.

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Dr. Halena Gazelka 14:30

What an exciting time to be in healthcare Brad, and particularly to be working in digital health as you are. That's kind of akin to when you think about antibiotics being discovered, and then all kinds of antibiotics were discovered, and it changed the face of medicine, and we've had a few things like that, and the digital transformation reminds me of that.

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Dr. Brad Leibovich 14:50

Yeah, one of the other aspects of the Center for Digital Health is our data and analytics teams. And they are responsible for helping us assure that we have the data streams that are, you know, available to our care teams and others to help assure that we can deliver on this promise, and to build the tools to interrogate that data. So, think about artificial intelligence and machine learning processes that automate certain things. It's important, I think, to understand that all of that unlocks the potential of the really great physicians, and allows them to take better care of their patients. I think a lot of patients and providers see the discussion of things like artificial intelligence, and machine learning, and big data, as you know, you're trying to replace a physician, a caring doctor, or a caring nurse practitioner, or a caring nurse with a machine. And that's not what we're talking about at all. What we're talking about is enabling them to do an even better job by providing them these tools.

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Dr. Halena Gazelka 16:07

Any last comments to share with the listeners?

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Dr. Brad Leibovich 16:10

No. We're really excited that they're along for this journey. Please, you know, help us help you. Let us know about your ideas for us to innovate in how we deliver healthcare digitally. We've only barely scratched the surface of what we hope to do. We have hundreds of projects that are in the pipeline, and we really expect that healthcare will be better and will keep you healthier, and with your families more. So, thanks for your attention.

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Dr. Halena Gazelka 16:39

Brad, I was delighted to have you on today because I, even been here at Mayo Clinic, I feel like digital health in the digital transformation is almost a part of every aspect of what we're doing and where we're going with Mayo Clinic in the future. And so, I enjoy learning more about it from you.

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Dr. Brad Leibovich 16:57

Well, thank you for the opportunity. It was fun to talk about.

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Dr. Halena Gazelka 17:01

Our thanks to Dr. Brad Leibovich, Medical Director of the Center for Digital Health at Mayo Clinic for being with us here today to talk about digital transformation. I hope that you learned something. I know that I do. We wish each of you a wonderful day.

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Narrator 17:16

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