

Josh Geiger: We want to showcase your talents - please email VHA COVID in 20 <VHACOVIDin20@va.gov> if you have music performances you would like us to share on COVID in 20. We would LOVE to showcase the awesome VA talent we have!!!

Questions

Emily Cooper: what was the name of the book?
Dr. Francis's response: **"Stuck" by Heidi Larson**

Jerry Osheroff: Hi Joe/Mark - glad to cross paths again in this context. Regarding 'evidence-based signal' - the flip side of misinformation - how do we ensure that this signal gets translated to care for Veteran's (and others) as quickly and efficiently as possible - as it evolves? (perhaps a question for a different forum than this one)
Dr. Francis's response: **Joe has connected to Jerry. This is not something easily answered in a "FAQ"**

Sylvia J. Hysong: what criteria will you be using to assign that "seal of validity"?
Dr. Helfand's response: At www.covid19reviews.org we look at whether the review was peer-reviewed, and at the description of the search strategy, and the description of quality assessment. However, in the talk I was referring to COVID-END (<https://www.mcmasterforum.org/networks/covid-end>), which is undertaking to do a more thorough assessment using the AMSTAR instrument <https://amstar.ca/Amstar-2.php>

Comments

Michael A. Gelman MD PhD (Bronx/VISN2): greetings Joe
Donovan Sandrey: Good afternoon, Chai Chad and Joe.
michelle spivak: Good afternoon all!
Chai Chad: good afternoon everyone! will be hearing some music in a minute!
Irena Struga 2: Good afternoon all!
lauren: Good Afternoon
Troy Hetland, Mt Vernon CBOC: Good afternoon!
Angela Cruz: Good afternoon everyone!
Mollie W: Hi Folks!
Tami Box: Good afternoon! No chai here, but I have my kombucha.
Karen Maudlin (**Member of the Joe Francis Fan Club**): I'm ready for Dr. Francis to set me straight!
carole: First fall apple cider day for me!
Mollie W: Cheers!
T. Margaret: Green tea with ginger
David Johhson (Omaha 636): Happy New Fiscal Year to VA!
carole: And happy Harvest Moon
anderson, rosalind: pumpkin spice chai
Sheila Sullivan: Happy New Fiscal Year!
Jacque from Phoenix: Cheers!!!!
VHAHOU: Cheers
Josh Geiger: M. Gelman - is President of the Joe Francis fan club!

GUEST 2: Pumpkin everything

Jacque from Phoenix: Hayppy New Fiscal Year to you all!!!!

Michael A. Gelman MD PhD (Bronx/VISN2): Moadim L'Simcha for those that celebrate ;)

MEL BELL ❤️: Ginger Coffee, cheers!

Denise Hynes: Nice to see everyone!

Donna Newman: Diet Green Tea Mango flavor with Ginseng & Honey...

Regina Baker, OT: Apple fritters !

Sheila Sullivan: How wonderful!!

Elizabeth A. Chapline: Go Indy Hud/Vash Team!! So proud of you!

Anecia Suneja: Fantastic!!!

Heather 2: Woo Hoo!!!!

Marvett: YAY!!!

Ruth Ann Moore: Cool

Sheila Sullivan: That is awesome!!

Jacque from Phoenix: Woot Woot!!!!

Aimee: Yay Indy!

Jacque from Phoenix: Congrats

Karen Sovern: great story - congrats

Dr. Francis Fan 2: Too funny!

Josh Geiger: Things related to cancer - Broken Arms, only in women!!!!

Kristi Groves (Member of the Joe Francis Fan Club): Yay Joe!

Karen Maudlin (Member of the Joe Francis Fan Club): Yea, Dr. Francis!!

Pat Woosley Wilmington DE VAMC: Go Blue Hens!

T. Margaret: Clapping Loudly

Diane Montella: Hi Joe!!

Crystal Wilson: Joe Francis Fan Club Here!

Theresa: Clapping cheers

Vince R (Member of the Joe Francis Fan Club): My membership card is delaminated

Kate Gagliardi (Member of the Joe Francis Fan Club): Yay Joe!!!

Michael A. Gelman MD PhD (Bronx/VISN2): Concur re Rules of Contagion - a good read. The author has also been a guest on This Week in Virology podcast.

Jennifer Barton: please provide author of book if possible

Justin Iannello: Super interesting. Thanks, Joe.

Jolene Branch: Dr. Francis needs a blue check mark after his name.

Sylvia J. Hysong: thank you Joe for your myth busting!

Michael A. Gelman MD PhD (Bronx/VISN2): @Jennifer: Adam Kucharski

Gaby Garrity CIC: Good afternoon!

Denise Hynes: "shouting across the fence" LOL

Gerry Cox (President of the Joe Francis Fan Club): We will convene the annual business meeting of the JFFC immediately after COVID in 20. ;-)

Rebecca Y: Good Afternoon! Thanks for presenting!

Stacey D. Welsher, PhD, OPCC&CT, SLCVAMC: The Author for The Rules of Contagion: Why Things Spread - and Why They Stop: Adam Kucharski.

Michael A. Gelman MD PhD (Bronx/VISN2): Another great read about misinformation and the anti-vaccine movement all through its history: The Panic Virus by Seth Mnookin. Both of these are also available as audiobooks.

Mel Anderson: To all: recommend streaming documentary The Social Dilemma. It provides important background around information flow in our day and age.

Kristi Groves (Member of the Joe Francis Fan Club): @Mel- I agree! Good documentary
Joe Francis: thanks Mel...I wrote that down!
Stephanie Dill: @Mel- concur as well for the Netflix doc! Excellent
Dr. Francis Fan (Beth/HRSC): That PPE visual was great
kr: Just watched the Social Dilemma last night. So unsettling.
Dan: take 2 clorox and call me in the morning
Karen Maudlin (Member of the Joe Francis Fan Club): Going camping and turning off tv helps inoculate
Steve — Reno 911 \m/: Books are great!
Josh Geiger: @Social Dilemma is disturbing and great!
Joshua McDaniel: Dalton rule..."just be nice..."
Sheila: I've heard from so many about the financial incentive to dx people with COVID. Thanks for clarifying some of these issues.
Kristi Groves (Member of the Joe Francis Fan Club): Such great advice. That is also a good rule in Emotional Intelligence.
Dr. Francis Fan (Beth/HRSC): Interesting it'd be nice to know where data was obtained.
Jacque from Phoenix: "stuck" was the name of the book
Mel Anderson: @Emily: "Stuck."
Elvira H.: What is the name and author of last book recommended?
Emily Cooper: thank you
Pat Woosley Wilmington DE VAMC: I agree
Jen Henderson: My concern is how this will impact the public's trust in healthcare
Sheila: Yes - the trust issue is becoming a problem.
Joe Francis: Heidi Larson, "Stuck"
Jacque from Phoenix: Stuck Heidi Larson
Jacque from Phoenix: it is in the files
Elvira H.: Thank you Joe & Jacque
Curt 2: Hard part is people get their medical information from media. Media wants to sell air time, so they will grab anything to put on the air
Dr. Francis Fan (Beth/HRSC): @Curt 2: so true. It's frustrating.
Mel Anderson: To second Dr. Francis' comments: as much as it may challenge us to do so, we have to strive to have empathy for those who think or act differently than we do. And we need to acknowledge that the truth that we sometimes assume represents our own world, may be imperfect. Practice your humility, my friends.
Denise Hynes: Yet the general public is impatient and most of them see the economic impacts
Jen Henderson: same battle as when people come in requesting medications they have seen on TV
T. Margaret: noise is a distractor
Shawnda Leavell: I know so many people who won't get the flu vaccine because they really believe it causes them to get the flu. Lack of medical knowledge or science drives views like this. People fear what they do not understand.
Crystal Jones: @Mel - Great comment!
Denise Hynes: healthcare experts and economic experts need better partnering in their messages!
Karen Maudlin (Member of the Joe Francis Fan Club): Asking the patient what is important to them is how to start the conversation.
J Cology: What you are describing is the WHOLE HEALTH model.
Jennifer Barton: Can we frame the message in humanity and caring? We care about you and therefore this is what I recommend; this is what the science shows . . .
Denise Hynes: Great suggestion--clarity around uncertainty so important

Diane Montella: What a great bit of wisdom from Dr. Helfand: "We are not the cause of the mistrust. But we are caught in the trust." And solution: "We can be truthful."

Mel Anderson: I've been thinking a lot about trust in healthcare and in what constitutes trustworthiness -- transparency, shared goals, reliability, expertise, empathy. Actions that undermine these can undermine trust -- and not just in clinician-patient relationships, but in most non-transactional human relationships.

Rick Traut, NP at MSP: muddled and then weak masking messaging

Diane Montella: Yikes - typo in my last text. Corrected: What a great bit of wisdom from Dr. Helfand: "We are not the cause of the mistrust. But we are caught in the mistrust." And solution: "We can be truthful."

David Hines: to watch the video after C20 click that link above and browse to the link.

Curt 2: I will admit I am spooked to get the COVID vaccine when it is available....

GUEST 2: Indeed

Mel Anderson: I just signed up to get the vaccine as part of a trial at our VA.

Karen Sovern: Thanks Denise

please hansbro: Point blank everyone needs honest truth, Otherwise you can't get anything accomplished without truth.

Erin Kelder: NEJM editorial recommended listening to ACIP, since FDA has become unreliable

Karen Maudlin (Member of the Joe Francis Fan Club): I signed up for a clinical trial, but haven't been called.

GUEST 2: NIH

Curt 2: I am super thankful in the information I get from COVID in 20. I get to see the truth and can see thru the hype... :)

Myron Kung - Las Vegas: @Mel, you signed up for the trial or the vaccine itself? Not just the blinded placebo/treatment?

Mark Helfand: David Nirenberg U of Chicago (youtube), Lorraine Daston (in the moment blog), and Steve Goodman from Stanford "causal inference"

Crystal Jones: I cannot lie and say that I am eager to sign up for the vaccine should it be become available soon

alma pipkin: Mel Anderson, what vaccine trial did you sign up for?

Mel Anderson: @Myron -- actually the trial. I suppose I won't know what I get!

Justin Iannello: Excellent call. Thank you all.

Mel Anderson: It is a human adenovirus 29 vector vaccine with spike protein DNA. Employees can enroll-- both Veterans and non-Veterans.

Nicole Floyd: <https://www.covid19reviews.org/>

Sheila: Thank you SO MUCH for this topic and coverage. Excellent presentation.

Kristi Groves (Member of the Joe Francis Fan Club): Great call- thank you!

alma pipkin: Joe I use to work at the VA Memphis, I don't have the Mug?

Kate Gagliardi (Member of the Joe Francis Fan Club): Great discussion.!!!

Myron Kung - Las Vegas: Let us know if it turns you into a zombie or alternatively gives you super-powers ;)

stephen.hunt@va.gov: Dr. Susan Santos from the NJ WRIISC specializes in risk communication. She says it's 50% empathy and/or caring, 9% honesty and openness, 9% commitment and dedication and only about 9% facts and information.

Michael Brumage: Thanks for this great learning experience.

Denise Hynes: Great job on the COVID biosurveillance data resource! We are using it!

Joe Francis: @Crystal: your response is very rational.

Steve — Reno 911 \m/: Thanks sincerely. Your positivity towards this topic is commendable.

Sheila: Go for the tattoo :)

david aron: https://allianceforscience.cornell.edu/wp-content/uploads/2020/09/Evanega-et-al-Coronavirus-misinformation-submitted_07_23_20.pdf

Karen Maudlin (Member of the Joe Francis Fan Club): Thank you!!

Erika Pena: Can I get a mug too? lol

Shawnda Leavell: Great information!

marsha: That's important information Dr. Hunt.

kim scott: Thank you for the information

Susan Pace: Thank you all! And...we all need a mug!

Tami Box (Member of the Joe Francis Fan Club): Great info and great discussion!

Josh Geiger: ICARE

carole: Thank you !

Josh Geiger: YOU CARE

VHAHOU: Thank you!

Bertha Fertil: Thanks for this call.

Josh Geiger: CHAI CARE

T. Margaret: so cool, thank you

Lisa Tinch: Thanks!

Jen Dreher: CHEERS

Mickey Wyatt: Thank you

Mollie W: thank you!!!!

Kate Gagliardi (Member of the Joe Francis Fan Club): CHEERS!!

Karen Dyer: Thank you!

georgia mcdobnald 2: thank you

Louie Francis Morcilla: Thank you!

Crystal Wilson: Great Job!

Crystal Jones: Thanks and have a great day everyone :)

Sylvia J. Hysong: thank you all!

Lisa Winterbottom: Hi Craig Ling!

Bosco: Thank you

Dr. Francis Fan (Beth/HRSC): Thanks

Phyllis.Watson-Williams@va.gov: Thank you.

Kenneth Waller, VAMC Hampton: Thank you.

Arcaro, LL: Thanks for another great program!

Chet: nice job

Ine Atuboyedia: Ine Atuboyedia NFS Washington DC

Gurkirat Singh: thanks

Christine Battistella: thank you

Janet Meredith: awesome as usual, thanks!

angela.odell2@va.gov: thank you

KAMichel: Thanks!

Dee: Thank you! Got some reading to do! :)

Kimberly Barrows: The music is a great touch!

Sarah Ono: Nice job, Mark and Joe! Thanks!

Lisa Winterbottom: Great discussion, Dr Frances and Dr Helfand!

Irena Struga 2: Thanks!

kelly kinney: thank you!!

Rebecca Y: Thanks so much! Love the sign-off music!

Angela Cruz: Thanks y'all from Texas!

Carol Haines: Thanks!

Cherie Robert-Cannon Madison VA: Lots of good reading in my future! Thank You.

Mark Helfand: my vote is for more Bobbie MacFarren in future sessions!

curtis: Excellent content and music, as usual!

Vince R (Member of the Joe Francis Fan Club): I lived in Niceville years before I moved to Nashville.

Chai Chad: outstanding show today. Thanks so much to Joe and Mark and for all of you who joined us live! Cheers

Elizabeth Handzlik: Thanks so much for another great C20! :)

AMY COOPER: thank you- so appreciate this (and the music)

Matt Peretin: thanks.

Joe Francis: @ Steve Hunt - thanks for that ref!!

Ann Hier: Hello attendees, please find the articles mentioned by our guests in the Files Pod. "COVID and Persuasion," "Medical Misinformation," Heidi Larson Summary, and "Tribal Truce."

curtis: COVID-20, my vote "Emmy"

Chai Chad: we did get a "WHEmmy" Whole Health Emmy:)

Josh Geiger: on C20 it's The CHAIMMY

Chai Chad: Thanks to Ben Kligler, Lauri Phillips and Kavitha Reddy at the Office of Whole Health...who are AWESOME!

Ann Hier: In addition, please find the Science Magazine vidieo about stigmatization and public health communication in the pod above.

stephen.hunt@va.gov: Joe, those should be 50%, 17%, 17% and 17%.. Less about "truth" than trustworthy connection.

Sheila Sullivan: #virtuallighter

Connie Parenti: Great!

Karen Maudlin (Member of the Joe Francis Fan Club): clap clap

Elizabeth Handzlik: Chad and Josh, send me a head shot so I can Reface you into an Emmy acceptance speech. LOL

GUEST 2: Best wishes & thanks to all

Ruth Ann Moore: thank you

CMalik: Appreciate the downloadable resources! I'll share them.

Ann Hier: Plagues and Faiths Lecture: <https://www.youtube.com/watch?v=-mWZSadokt0>

Kudos

Lakeshia Hasten: Nice song

Josh Geiger: Don't forget - we are looking for that musical VA talent. We want to share on COVID in 20. Please send our way! VHA COVID in 20 <VHACOVIDin20@va.gov>