Please take a moment to **introduce yourself** via the chat and let us know where and how you are.
Ground Rules

• All participant phone lines are muted.

• Participant contributions will be collected through the chat pod.

• Chat pod is for sharing of ideas, asking questions, interacting with participants; not for promoting services and products.

• Recording and chat notes will be available on our COVID-19 Resource site shortly following the call.

• This active dialogue will offer a wealth of information to all members of The Beryl Institute community. We thank you in advance for your contribution.
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Sustaining healthcare’s future

Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
The global community of practice committed to elevating the human experience in healthcare.

We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.
Addressing Disparities in a Time of Crisis

Marsha Sinanan-Vasishta, MSN, MBA, RN, NEA-BC, CPXP
Deputy Chief Nursing Officer, Patient Care Services
Mount Sinai/Morningside

https://www.theberyl institute.org/PXPodcast
An Unwavering Commitment
to Human Experience

These are trying times. We remain caught in the grips of a global pandemic that is taking its toll on communities economically, placing strain on healthcare workers committed to tackling this crisis head on and revealing the very systemic weaknesses and inherent biases that have been just beneath the surface of our society for years. The challenge of disparity and inequity is not unique to healthcare, but in the era of COVID-19, the realization of what many knew to be true has been laid bare for all with a commitment to truth and a respect for evidence to see.

At this instance when the deep-rooted realities of racial and social imbalance have been revealed with a raw and tangible result, so too has the institutional and implicit racism many also acknowledged existed. But the compounding effect of a heinous crime with the revelations of and tensions building in a time of crisis pushed us, as a society, to a boiling point. In the United States this has manifested itself in protests, both peaceful and in some instances unfortunately destructive. While a society that respects all voices and honors each with equity remains a work in progress for all democracies, we believe that speaking with purpose, speaking truth to reality and speaking truth to power must be a fundamental commitment.

We cannot stand by in declaring an unwavering commitment to human experience if we cannot ensure that all humans are seen in that light, as people who deserve the same rights, opportunities, freedoms and respect regardless of race, ethnicity, socio-economic status, gender, gender identity or beliefs. It is incumbent on each of us as individuals to gauge our own stand, dig in to understand our privilege, uncover our biases and then work diligently to honor the essence of what humanity calls from all of us. For we are only as strong as a community in the strength of respect we give to and show for one another.

human beings caring for human beings. Now, we must translate that to all we do in society. Our commitment to human experience must be unwavering and at the Institute that will remain our driving force.
Crisis

New Existence

A Delicate Balancing Act
Where we remain today

Reopening Operations
- Helping Patients/Consumers Feel Safe
- Reassessing visitation/volunteers
- Recharging the workforce

Managing Financial Realities

Managing Resurgence & Elevating Public Health Considerations

Maintaining COVID Care

Establishing Reactivation Plans

www.theberylinstitute.org
Daily confirmed COVID-19 cases: are we bending the curve?

Because not everyone is tested the total number of cases is not known. Shown is the 7-day rolling average of confirmed cases.

Source: European CDC – Situation Update Worldwide – Last updated 25th June, 11:00 (London time)  OurWorldInData.org/coronavirus • CC BY
What is your **most pressing issue** today in addressing the continuing COVID-19 crisis and tackling the issues of health disparities and systemic racism that we have seen brought to light though this crisis?
Our Roadmap

PHASE 1: December 2019 – January 2020
- Community conversations – 15 one-hour focus groups
  - 130 participants from 11 countries
- Community Validation Survey – Jan 2020 (1/29-2/14)
  - 986 participants, 651 completed responses from 27 countries 6 continents

PHASE 2: February – April 2020
- Data review and consolidation – By Mid February
- Steering Team review meetings – February/March
- Finalize initial framework

PHASE 3: May 2020 +
- Framing Paper and linking to actions evolving in New Existence effort
What is essential TO us as human beings is essential FOR us as human beings. That will not change and is of no greater importance than to the work of healthcare and the work of human beings caring for human beings.
Framing the future of human experience in healthcare will require transformational change.

Change in **PERSPECTIVE**: siloed and specialized → integrated and systemic

Change in **PROCESS**: transactional → relational

Change in **FOCUS**: aspirational → active
Foundational Needs & Supporting Mechanisms

To ground our efforts, there must be a continuous focus on and sustained commitment to:

- **Addressing POLICY**: Advocate, actively and directly, for global and local governmental policies and incentives that ensure expanded access to care, a focus on issues of sustainability, and a commitment to caring and human experience.

- **Reframing MEASUREMENT**: Reframe how experience is measured from lagging to real-time indicators, ensuring a holistic assessment of safety, quality, service and engagement to demonstrate the value of care.

- **Expanding PARTNERSHIP**: Expand partnership and collaboration between and within healthcare systems in the sharing essential ideas and proven practice and by openly and actively seeking to learn from industries outside healthcare to more effectively address consumers’ needs and drive better outcomes.
Six fundamental actions for the future of human experience

In working to elevate the human experience in healthcare over the next decade, patients and consumers of care, healthcare organizations and the communities they serve will work together to ensure that healthcare efforts:
PATIENTS & CARE PARTNERS

Reframe consumerism to patient and consumer partnership.

Provide a precision experience through the use of real-time data and decision analytics.

WORKFORCE

Address process burdens and workload issues for healthcare workers.

Transform professional models for a new healthcare workforce.

COMMUNITIES

Expand beyond treating illness to addressing the health and well-being of communities.

Meet people where they are, where they need it and follow them where they go.
Reframe consumerism to patient and consumer partnership.
Transform power dynamics by a global commitment to (1) partnership, where patients, families and consumers are actively engaged in co-design and (2) transparency, where both performance metrics and cost of care are accessible and understandable.

Provide a precision experience through the use of real-time data and decision analytics, including the application of AI and other technologies.
Enable and extend healthcare technology as an enabler and extender of human connection by ensuring simplicity, efficiency and expanded access to care, information and knowledge.

What actions should we be taking to best engage patients & care partners in the future of human experience?
Address process burdens and workload issues for healthcare workers to increase opportunities for human connection, reinforce purpose and reduce burnout.

*Hire people in healthcare in new ways, selecting not just for greatest skill or clinical ability, but also for lived experience and fundamental behaviors essential to a positive experience.*

**Transform professional models for a new healthcare workforce.**

*Establish new models of education across platforms: in formal academic training and continuing education, for healthcare professionals across disciplines and through health education in communities from primary education to health literacy for consumers of care.*

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**What actions should we be taking to best engage the healthcare workforce in the future of human experience?**
Expand beyond treating illness to addressing the health and well-being of communities. Social determinants of health and healthcare disparities are acknowledged and addressed to ensure a systemic response to care needs and full access to and equity in care delivery.

Meet people where they are, where they need it and follow them where they go, including at home, in their communities, and virtually. New models of care are established making care journeys more accessible, convenient, and seamless through better care transitions, use of technology and open and easy access to and personal ownership of health information.

What actions should we be taking to best engage our communities in the future of human experience?
The future depends on what we do today and tomorrow and the next day and the next day...

It depends too on the recognition that at the heart of healthcare overall is our humanity and the human experience that is provided.

And we still have work to do.

The future of human experience is not waiting for us to arrive. It is waiting for us to build it together.
What specific things do you think we must do as a community overall to ensure a **lasting future** for human experience in healthcare?
Alone we can do so little; together we can do so much.

Helen Keller
Thank you for the support:

inmoment

https://www.theberylinstitute.org/HX2030
Includes links to:

- Community briefings
- Webinars
- Podcasts
- Blogs
- Caring for yourself
- Supporting your community
and more…

https://www.theberylinstitute.org/COVID-19Resources
Addressing Systemic Racism and Health Disparities

We cannot claim to be solving an unsavory commitment to human experience if we cannot ensure that all humans are seen in that light, as people who deserve the same rights, opportunities, freedoms and respect regardless of race, ethnicity, socio-economic status, gender, gender identity or beliefs. It is incumbent on each of us as individuals to gauge our own stand, dig in to understand our privilege, uncover our biases and then work diligently to honor the essence of what humanity calls from all of us. For we are only as strong as a community in the strength of respect we give to and show for one another. Read our Full Statement on an Unwavering Commitment to Human Experience.

We have worked to curate context on systemic racism and health disparities as part of our library of resources provided below. We also acknowledge we can and must do much more as an organization and as a community, to drive change in healthcare and beyond. We will continue to add to these resources and commit to sustaining conversations and leading action through which these critical issues can be addressed.

Community Briefing and Conversation

Podcasts

On Demand Webinars

Learning Bites

PX Connect

Topic Calls

Grant Research Reports

Patient Experience Journal

https://www.theberylinstitute.org/Racism_and_Health_Disparities
Engage in learning from home or work.

While we will not meet in person for Patient Experience Conference 2020, we offer you the opportunity to connect with the PX community where you are through a virtual conference held via Zoom, April 27 - September 19, 2020.

- Over 50 breakout sessions
- Conference community interaction via PX Connect
- Virtual exhibit hall
- PX2020 T-Shirt
Sharing stories of extraordinary human care in a time of crisis

During the trying times of the COVID-19 pandemic, the power of community and shared experience has never been more important. We encourage you to submit your own story highlighting the tremendous ways that patients, families and healthcare providers have shown incredible strength, love and resilience, in the most difficult circumstances. Through these stories we aim to help community members find comfort and honor those who have given so much.

VIDEO OVERVIEW >

SUBMIT A STORY
THANK YOU, BE SAFE and STAY WELL!

https://www.theberylinstitute.org/COVID-19Resources