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.
Defining Patient Experience

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
Winter is coming...
Daily new confirmed COVID-19 cases

Shown is the rolling 7-day average. The number of confirmed cases is lower than the number of actual cases; the main reason for that is limited testing.

Source: European CDC – Situation Update Worldwide – Last updated 1 October, 10:05 (London time), Official data collated by Our World in Data

CC BY
A Community Commitment
With the rapid spread of coronavirus globally we are reminded of how essential our healthcare systems are, the critical role members of our community play and how fundamental the experience we provide remains. As the global community of practice committed to elevating human experience in healthcare, we remain focused now, as always, on partnering with you to support our shared purpose.
Where we continue today

**Sustaining Operations**
- Helping Patients/Consumers Feel Safe
- Addressing visitation/volunteers
- Recharging the workforce & ourselves

**Managing Financial Realities**

**Managing Resurgence & Elevating Public Health Considerations**
- Addressing Health Disparities
- Policy Opportunities

**Maintaining COVID Care**

**Reactivation**
- Surge planning

**Where we continue today**
Special Issue 2020: Sustaining a Focus on Human Experience in the Face of COVID-19

32 articles

90+ authors

40 organizations globally

https://pxjournal.org/journal/
New Existence – Moving Forward

Care Teams

Governance & Leadership

Models of Care & Operations

Systemic & Policy Issues
To Resilience & Beyond…

A community conversation on shared ideas for traversing this crisis and growing beyond it.
Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress - such as family and relationship problems, serious health problems, or workplace and financial stressors.

As much as resilience involves “bouncing back” from these difficult experiences, it can also involve profound personal growth.

Source: https://www.apa.org/topics/resilience
What are the greatest sources of stress impacting your organization today?
Our World Today

Health Crisis

Social Justice

Personal Impact

Political Unrest

Uncertainty

Instability

Safety

Disconnect
### Sources of Stress Injury in Healthcare Workers

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Burnout</strong></td>
<td>Emotional exhaustion, cynicism, lack of self-efficacy</td>
</tr>
<tr>
<td><strong>Empathic Distress</strong></td>
<td>Feeling overwhelmed by the pain and suffering of others</td>
</tr>
<tr>
<td><strong>Moral Distress</strong></td>
<td>Behaviors or witnessing behaviors that violate moral values</td>
</tr>
<tr>
<td><strong>Grief &amp; Loss</strong></td>
<td>Loss of cherished people, things, aspects of self, activities</td>
</tr>
<tr>
<td><strong>Physical Illness</strong></td>
<td>Physical fatigue, loss of function, fear of infection and infecting others</td>
</tr>
<tr>
<td><strong>Leadership Abandonment</strong></td>
<td>Lack of adequate supplies, resources, perceived leadership indifference</td>
</tr>
</tbody>
</table>

Source: Beth A. Lown, MD, FACH, The Schwartz Center for Compassionate Healthcare
## Prevalence of COVID-Related Adverse Mental Health Outcomes

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Healthcare Workers</th>
<th>Representative Sample of U.S. Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>48 – 51%</td>
<td>24%</td>
</tr>
<tr>
<td>Anxiety</td>
<td>30 – 45%</td>
<td>26%</td>
</tr>
<tr>
<td>Post Traumatic Stress Symptoms</td>
<td>57 – 72%</td>
<td>26%</td>
</tr>
</tbody>
</table>

1. PHQ-2 or 4, GAD-2, PC-PTSD or IES-6, Insomnia

Source: Beth A. Lown, MD, FACH, The Schwartz Center for Compassionate Healthcare
What have you seen as the **impact of stress** on your organization? What issues are you **working to address**?
Enhance your resilience

- Communicate with your coworkers, supervisors, and employees about job stress.
- Remind yourself that everyone is in an unusual situation with limited resources.
- Identify and accept those things which you do not have control over.
- Recognize that you are performing a crucial role in fighting this pandemic and that you are doing the best you can with the resources available.
- Increase your sense of control by keeping a consistent daily routine when possible – ideally one like your schedule before the pandemic.
  - Try to get adequate sleep.
  - Make time to eat healthy meals.
  - Take breaks during your shift to rest, stretch, or check in with supportive colleagues, coworkers, friends and family.
- When away from work, get exercise when you can. Spend time outdoors either being physically activity or relaxing. Do things you enjoy during non-work hours.
- Take breaks from watching, reading, or listening to news stories, including social media.
- Engage in mindfulness techniques such as breathing exercises and meditation.
1. Resilience is a reactive state of mind created by exposure to suffering.

2. The more tangible the threat, the more resilient we become.

Bottom line: “We humans do not function well when our senior leaders gloss over the reality.”
What are you doing to **support the resilience** (and truly the well-being) of your teams and yourself?
How can we as a community continue to support one another and what can we do at the Institute to take us to resilience and beyond?
We must never forget that we may also find meaning in life even when confronted with a hopeless situation, when facing a fate that cannot be changed. For what then matters is to bear witness to the uniquely human potential at its best, which is to transform a personal tragedy into a triumph, to turn one’s predicament into a human achievement.

- Viktor Frankl
Our Commitment in Moving Forward

We will…

- Ensure the voices of all engaged in healthcare are heard, respected and acted on for what matters to them

- Advocate for and act to sustain practices, processes, and policies that have supported experience excellence

- Address the systemic issues that undermine our capacity to support the health and well-being of all global citizens

- Co-create a future in which new possibilities sprout from the deep roots of human experience
Innovation Awards 2020:
Celebrating Creativity and Ingenuity in Improving Patient Experience

Author
Tiffany Christensen, CXP
VP Experience Innovation
The Beryl Institute
Growing Resources

Addressing Systemic Racism and Health Disparities

We cannot stand by in declaring an unwavering commitment to human experience if we cannot insure that all humans are seen in that light, as persons who deserve the same rights, opportunities, freedoms and respect regardless of race, ethnicity, socio-economic status, gender, gender identity or belief. It is incumbent on all of us, 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 to one another. Read our Joint Statement on an Unwavering Commitment to Human Experience.

We have reorganized a vast content 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 outgoing conversations and taking action through which these critical issues can be addressed.

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 courage and personal sacrifices that our healthcare providers have shown; we encourage you to share your stories, love and resilience, in the most difficult circumstances. Through these stories we aim to help community members tell their own and other those who have gone before us.

www.theberylinstitute.org
“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 yet 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.”

https://www.theberylinstitute.org/HX2030
THANK YOU, BE SAFE and STAY WELL!

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