

Community Briefings and Conversations

CHAT NOTES

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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 through this crisis?

Tiffany Christensen: I would add to this we are looking at how to deconstruct and rebuild our systems to root out systemic racism. It's so much but the time is now.

stephanie hillman: how to strengthen systems (and break down what hasn't been working) that support families, patients, caregivers

Darrell Atkin: "winter is coming." The surge of flu and Covid will tax the system like never before

stephanie hillman: address the oppression within healthcare

Joy Todd: fear, misinformation and conflicting information

Anne: Maintaining support for prosiliency and resiliency

Lorili McDougall: Encouraging our communities to continue to stay safe and have safe practices.

Christopher Brennan: communicating risk with culturally appropriate tips and precautions that will reach multiple segmented populations in their language, and in their voice, and their culture. Need a multichannel, multicultural communication strategy.

Tracy Weber Tierney: unconscious bias; in general we are balancing bringing patient's back into offices and keeping staff safe or with a sense of safety and unconscious bias determines more than it should about who should come into the office.

Carol Jones: Significant work ahead re: both these issues in the context of extreme financial challenges

Janice Shedrick: make the playing field equal for all. Medical professions should provide care because the person need it not because if they can afford it or not

Rachel N: Keeping up with COVID regulations per state and each region per state. We are in two states and multiple regions.

Aimee Scudder: Figuring out how to combat the information/misinformation on Facebook,

Peter DeTrempe: understanding the economic disparities of those seeking healthcare as well as that of the caregivers

Andres Moreira: How to actively engage staff, especially on the frontline to have honest and transparent conversations with the goal of supporting them and taking action - for both them and our patients and families

Michelle 2: Finding ways to ease the fears and anxieties of those we serve as we recover and return

Susan Alwin-Popp: Communication to the various cultures to educate the importance of social distancing, masks, et. al. and getting them to seek treatment. Looking at processes continuously and proactively improving those prior to them breaking down.

Rob: The different perspectives on the risk of contracting and dealing with the virus.

What actions should we be taking to best engage patients & care partners in the future of human experience?

stephanie hillman: at the table - always

Sasha Perez-Loor 2: We should commit to Patient and Family Advisory Councils

Lorili McDougall: Actively using our PFAC to educate and be transparent and inclusive.

Maureen: PFACs and real-time rounding

Melissa A: get PFAC up and running again

Roda Connell: Innovate cost-effective ways to obtain technology, as hospitals suffer from financial crisis

Janet wirt: empowering them to partner and education

Anne: broad base of representation and meaningful action

Rob: We need to communicate our goals and what we are doing to help keep them safe in our facilities, so they can engage.

stephanie hillman: humility to listen to all stakeholders and understand that they own their data

Joy Todd: We need to be sure that care partners are identified and included in conversations

Susan Alwin-Popp: PFAC and rounding. Listen and be at the table.

Brittany G-ND: Changing the employee experience to directly impact the staff experience

Linda Kangara: Inform. Educate. Engage. Constant communication.

Katie Rehfield: Exposing the "invisible labor" we ask of our patients to receive care. Partner with patients to understand what is necessary labor versus what we ask them to do because it's easier for us.

Monica Friesen: Discovering ways that we can include the senior/aging populations in meaningful ways as they are over less tech savvy

stephanie hillman: consumerism objectifies patients - they are humans

What actions should we be taking to best engage the healthcare workforce in the future of human experience?

Anne: Hire for passion to serve; design educational events with input and feedback from wide audience of current staff

stephanie hillman: i've been seeing the data on hc workers becoming advocates more completely - on their own needs as well as their patients. impact policy and payment

Joy Todd: Transparency in communication that builds trust.

Tracy McCarty: creating an environment, with the proper tools and empowerment to be agile

Dan Blazar: Invite the workforce to engage and meet with our PFAC's

Maureen: engage all levels of staff in steering committees, decision and policy, their perception and feedback is valuable

stephanie hillman: derek feeley from IHI just said earlier today - trust is hard to build and it's easy to destroy

Janet wirt: Definitely a culture change form the older generation to the younger

Nathan Wylie: allow employees to take ownership of their roles to increase buy-in and create a culture of engagement, action, and supporting each other

Melissa A: help them understand the data around the patient experience

Emily Edwards: Invite PFAC members to be involved in the onboarding process of new staff. focus more energy on education for patients and family

Tiffany Christensen: We have to address the moral injury many healthcare professionals are feeling because of COVID19 burden/lack of PPE and lack of national support (mask arguments etc)

What actions should we be taking to best engage our communities in the future of human experience?

leonard "Lenny" Christo: Population Health Initiatives, but who pays?

Anne: map out current processes and co-design optimal model for continuum of care

stephanie hillman: get out of your organization and into the community - sit at their tables instead of making them come to you

Lori Hall: Use health literacy best practices in every patient encounter to ensure every human understands what they need to know and what they need to do.

Lori Hall: Health Literacy is a SDoH that can be modified.

Carol Jones: Hold listening events w/ key stakeholders; public health boards, churches, community organizations... co-create with these groups

Andres Moreira: Partnering with our patients before they become patients. How can we meet patients where they are and make it radically convenient for people to get what they need, when where and how they want to receive it

Regina Winters: Offer education to our patients about how to buy healthy food they can AFFORD, access exercise and other healthy habits- partner with our community resources in a better way

Regina Winters: Move beyond OUR boundaries in health care to preventative and health navigation in the community

Liz Glass: our amb team talking about adding bias questions for CGCAHPS to understand patient perspective. we also need to do with employees. trauma-informed care should be the way we practice.

stephanie hillman: the data on value based purchasing clinical organizations is compelling post-Covid. Argues for VBP over FFS

stephanie hillman: caring for humans for their lifetime, not just episodic

Liz Glass: yes transformational but it starts will legislation driving HC regulations/reimbursement

What specific things do you think we must do as a community overall to ensure a lasting future for human experience in healthcare?

stephanie hillman: advocate for unity on the guidance - like your example in St. Louis

Denise Venditti 2: continue to share everything we learn.....we are one team

Lori Hall: Vote for politicians that represent our values around health equity.

Rob: Continue to celebrate our differences, keep an open mind, always learn and be able to adapt to changes.

Irma Dadic: Transparency and partnership

Regina Winters: LEVERAGE the current health care climate (the COVID adulation) to call attention to the broken health care system and make changes- leverage it in px, regulatory change, hiring, finances, etc.

Tiffany Christensen: I am committed to investing time and energy to really learning the issues of systemic racism in healthcare. I am committed to antiracism in my personal life and professional life.

Dan Blazar: The mindset that we are here for our communities and must partner for the good of those we serve. We must have open transparent conversations

Darrell Atkin: While honoring the patient-provider relationship, embrace digital technologies to create convenience and engagement. Via a video visit last week, my issue was taken care of 4 minutes.

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I N S T I T U T E

Tiffany Christensen: I am committed to being honest about the patient experience in a spirit of learning.

Andres Moreira: Partner with staff to provide resources for well being

stephanie hillman: keep up your great effort and continual learning. appreciate your commitment

Liz Glass: push for transparency, even when it may be a difficult conversation

Christopher Brennan: mindset shifts everyone's mind to see every person as a valid human and member of your tribe

Jason Wolf: Appreciate everyone's input here....lots of work to do..the best people to do it with!!