Community Briefing and Conversation

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

APRIL 27 - MAY 1, 2020
theberylinstitute.org
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Human beings caring for human beings.
Elevating Human Experience in the Face of COVID-19

- PPE Availability
- People (Re)Deployment
- Addressing social/equity issues
- Basic Needs e.g. Food, Access
- End of Life & Processes after a death
- Triage Protocols
- Need for Connection
- Addressing leader fatigue
- Maintaining human connection
- Visitation Policy
- Caring for Staff continues & self-care critical
- New Delivery Models e.g. Telehealth

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Capturing Lessons Learned

Rebalancing of Care Models

Sustaining Effective Practices

Leaning in on Policy Changes

Reinforcing “silver-lining”
(connection, camaraderie, compassion and collaboration)

Honoring Those We Lost

Preparing for Reoccurrence

Reestablishing Consumer Confidence

Recharging our workforce (& addressing post-traumatic stress)

New Existence Project

Socio-Economic Implications
Crisis

New

Existence

A Delicate Balancing Act
The future belongs to those who believe in the beauty of their dreams.

- Eleanor Roosevelt (attributed)
PATIENTS
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.
Planning for New Existence

Future of Human Experience

New Existence
New Vision/Practices/Resources

PX2020

COV-19 Resources

Foundational Content
Fundamental Resources on Patient/Human Experience

> 2019  |  Q1 20  |  Q2 20  |  Q3 20  |  Q4 20  |  2021 >
Helping Patients/Consumers Feel Safe

Where we are today
As we consider reopening, what actions will it take to help our patients/families feel safe?
Where we are today

Helping Patients/Consumers Feel Safe

Recharging the workforce
As we assess the impact of this crisis on our workforce what must we consider to help **recharge** and **refresh** our teams?
Where we are today

Helping Patients/Consumers Feel Safe

Measuring what matters

Recharging the workforce
As we move through this crisis and look at how we assess experience, what should we really be measuring (and how)?
Where we are today

Helping Patients/Consumers Feel Safe

Measuring what matters

Sustaining lessons & Solidifying policy

Managing financial realities

Recharging the workforce
Where we go from here

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
WE STAND TOGETHER
honoring human service
COVID-19 Resource Page

Includes links to:

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

https://www.theberylinstitute.org/COVID-19Resources
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
Special Issue – July/August 2020
Sustaining a Focus on Human Experience in the Face of COVID-19

At this critical time in our shared history, we are faced with a powerful challenge, the rapid impact of COVID-19 on our healthcare systems and community. With that acknowledgement, we are refocusing our 2020 special issue of Patient Experience Journal (PXJ) to address Sustaining a Focus on Human Experience in the Face of COVID-19. Submissions received for our initially planned special issue on patient & family experience in behavioral health will remain in review and consideration for future issues of PXJ.

There are heroic efforts taking place minute-by-minute to address the clinical and personal needs of patients, while also addressing the physical and emotional needs of those providing and supporting the delivery of care. While the pace of the crisis can be overwhelming and challenging, incredible efforts are underway to manage the intricacies of human need at this time. At its heart, healthcare has been, is and will remain human beings caring for human beings, and in that light significant efforts are taking place, no matter how big or small to address the human experience happening now. Whether addressing the challenges of connection in isolation for patients and families to the burdens of endless and continuous shifts for those providing care, the efforts to ensure not only positive clinical outcomes but also a human experience has never been greater.

The moment in which we find ourselves reinforces more than ever that experience is not about survey scores or satisfaction. Rather it is about the efforts we make to acknowledge the person in front of us, to listen, to show dignity and respect, to communicate in ways that are clear and understandable and ultimately to stand with one another. The efforts taking place in healthcare organizations and communities globally represent what is best in humanity, and we invite you to—and hope you will—share your stories here.
How often would community briefings be valuable to you at this time?
THANK YOU, BE SAFE and STAY WELL!

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