Community Conversation on New Existence

Jason A. Wolf, PhD, CPXP
President & CEO | The Beryl Institute
@jasonawolf | @berylinstitute
May 29, 2020
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
A Delicate Balancing Act
Where we are today

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

Managing Financial Realities

Maintaining COVID Care

Establishing Reactivation Plans
What has taken on your **greatest need for focus and attention** in the last week?
A Conversation on New Existence
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 >
Focus Groups
- 120 People
- 11 Countries

Global Survey
- 986 Participants
- 27 Counties

Steering Team
- 15 People
- 6 Continents

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.
# New Existence Project Timeline

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>May 11 &amp; 12</td>
<td>Steering Team Kick-off and Framing Meetings</td>
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<td>May 14</td>
<td>Initial data back to Steering Team for review (Feedback due May 20)</td>
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<td>May 15</td>
<td>Community Briefing – Inquiry on Core New Existence Question</td>
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<td>May 20 - 29</td>
<td>Key themes finalize and build community survey</td>
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<td>May 29</td>
<td>Special Community Briefing – Community Conversation on New Existence</td>
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<td>June 1 - 12</td>
<td>Global Community Survey – Validating/Contributing to Core Ideas</td>
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<td>June 15 - 19</td>
<td>Consolidation of feedback and topics</td>
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<td>June 22 - 26</td>
<td>Steering Team Reconvenes to review model and identify work plan</td>
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<td>June 29 →</td>
<td>Work efforts to build resources/work plans on New Existence topics</td>
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<tr>
<td>Fall 2020</td>
<td>Taking Action on New Existence – Member Engagement &amp; Virtual Pop-Ups</td>
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New Existence

Existence is not a state, but rather a way of living and being, driven by survival and a commitment to do what is right and true.
As far as we can discern, the sole purpose of human existence is to kindle a light of meaning in the darkness of mere being.

- Carl Jung
You will be presented each action briefly for feedback. We are looking for your immediate reaction and comments. We will only have a short window for each specific item and then time for more general feedback at the end of our conversation.

The question you will be asked on each item is:

*How important do you believe the stated action will be to a New Existence for healthcare and the human experience?*

Scale:

- Not at all important
- Of little Importance
- Of importance
- Very Important
- Of Greatest Importance
The foundational needs proposed in HX2030 have been fully reinforced through this effort. They are grounded in the compassionate and relational nature of a healthcare system built on human beings caring for human beings and call on us to ensure a continuous focus on and sustained commitment to:

- Advocating, actively and directly, for global and local governmental policies, incentives and funding that actively address health disparities and their impact, support expanded and new means to access care, focus on issues of sustainability, and commitment to caring, health and human experience.

- Reframing 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 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.
As you review the draft actions for New Existence what **general reactions or feedback** do you have?
Eradicating the underlying implications and imbalanced outcomes driven by health disparities by tackling root cause issues driving social determinants of health and rebuilding trust in the health system.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
Not at all important | Of little Importance | Of importance | Very Important | Of Greatest Importance
Rebalancing models of care by creating high touch in, and understanding the implications on outcomes of, a virtual healthcare world that will be more widely accepted and expected.

How *important* do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
- Not at all important
- Of little Importance
- Of importance
- Very Important
- Of Greatest Importance
Sustaining agility and balancing ongoing improvement with speed to innovation by engaging broad input and reducing complexity.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
Not at all important | Of little Importance | Of importance | Very Important | Of Greatest Importance
Guaranteeing the voices of patients, families and care partners are engaged in care by inviting partnership, ensuring input from diverse voices and seeking to understand what matters to all involved.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
Not at all important | Of little Importance | Of importance | Very Important | Of Greatest Importance
Establishing thoughtful and sound access and visitation policies by balancing clinical, safety and personal needs, distinguishing the critical role of care partners and acknowledging not all visitors or patients are the same.

*How important do you believe the stated action will be to a New Existence for healthcare and the human experience?*

*Scale:*

Not at all important | Of little Importance | Of importance | Very Important | Of Greatest Importance
Recognizing the essential role of care partners and caregivers who provide support for patients by caring for their needs and addressing the systemic and organizational challenges they face.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
Not at all important | Of little Importance | Of importance | Very Important | Of Greatest Importance
Ensuring consumer confidence by addressing the fears and needs of patients, families and our communities.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
Not at all important | Of little Importance | Of importance | Very Important | Of Greatest Importance
Caring for the healthcare workforce by addressing issues of stress and trauma, burnout and resilience.

How **important** do you believe the stated action will be to a New Existence for healthcare and the human experience?

**Scale:**
- Not at all important
- Of little Importance
- Of importance
- Very Important
- Of Greatest Importance
Engaging the healthcare workforce by acknowledging contributions and ensuring consistent and genuine appreciation and recognition.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
- Not at all important
- Of little Importance
- Of importance
- Very Important
- Of Greatest Importance
Maintaining open and transparent communication within healthcare organizations, especially between senior leadership and staff by providing consistent sharing of information and opportunity for input from all team members.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
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Strengthening the importance of collaboration and alignment both intra and inter-organizationally by establishing means for greater communication, coordination and cooperation.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
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Addressing the critical role of non-hospital care including Long-Term Care and Home Health in the healthcare ecosystem by integrating and elevating the considerations and actions of these organizations into broader community health strategies such as addressing the aged experience and ageism.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

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Inviting communities to learn from and engage in organizational efforts by ensuring open communication and connection and taking clear action to support community needs.

How important do you believe the stated action will be to a New Existence for healthcare and the human experience?

Scale:
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Elevating the importance of emotional well-being by committing to both prioritize action on and reduce the stigma associated with mental health.

How **important** do you believe the stated action will be to a New Existence for healthcare and the human experience?

**Scale:**
- Not at all important
- Of little Importance
- Of importance
- Very Important
- Of Greatest Importance
Reinforcing the importance of a commitment to human and patient experience in healthcare by underlining the breadth it encompasses, the structures and practices it requires and the impact it has.

*How important do you believe the stated action will be to a New Existence for healthcare and the human experience?*

**Scale:**
- Not at all important
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As you review the draft actions for New Existence, what **general reactions or feedback** do you have?
New Existence Actions - Summary

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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
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
Share your stories…

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.
THANK YOU, BE SAFE and STAY WELL!

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