Community Conversation: Addressing Disparities in a Time of Crisis

Jason A. Wolf, PhD, CPXP
President & CEO | The Beryl Institute
@jasonawolf | @berylinstitute
June 12, 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.
Marsha Sinanan-Vasishta, MSN, MBA, RN, NEA-BC, CPXP
Deputy Chief Nursing Officer, Patient Care Services
Mount Sinai/Morningside
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
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

Maintaining COVID Care

Establishing Reactivation Plans
Total confirmed COVID-19 cases: how rapidly are they increasing?

The number of confirmed COVID-19 cases is lower than the number of total cases. The main reason for this is limited testing.

Source: European CDC - Situation Update Worldwide - Last updated 11th June, 11:00 (London time)
New Existence: Validating Actions

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.

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.

Sustaining agility and balancing ongoing improvement with speed to innovation by engaging broad input and reducing complexity.

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.

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.

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.

Ensuring consumer confidence by addressing the fears and needs of patients, families and our communities.

Caring for the healthcare workforce by addressing issues of stress and trauma, burnout and resilience.

Engaging the healthcare workforce by acknowledging contributions and ensuring consistent and genuine appreciation and recognition.

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.

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

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.

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

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

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.
New Existence: Share your Input

https://theberylinstitute.co1.qualtrics.com/jfe/form/SV_1B60hb7kMCrEko1
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.

We alone cannot solve these issues, but we can and will stand for sustaining conversations where these difficult issues can be addressed. As we look to the moments, days, weeks and months ahead, we reinforce our long-standing commitment to the fundamental idea that in the work of healthcare we are 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.
What has been your **most pressing issue** in addressing the duality of issues we are now addressing in healthcare – managing the ongoing COVID-19 crisis and addressing the issues of health disparities and systemic racism that we have seen brought to light though and beyond this crisis?
Marsha Sinanan-Vasishta, MSN, MBA, RN, NEA-BC, CPXP
Deputy Chief Nursing Officer, Patient Care Services
Mount Sinai/Morningside

Addressing Disparities in a Time of Crisis:
A community Conversation
We recently started a business called Beyond Beads! We sell bracelets, rings, and necklaces. With everything going on in the world, we wanted to be able to give back to the health care workers during this difficult time! We designed a bracelet called the “gratitude bracelet”. This bracelet was made to show how appreciative we are of you and all of your hard work! Each time one of the “gratitude bracelets” is sold, a bracelet with the same exact heart charm is then given to a healthcare worker. We added extra bracelets to the shipment to be able to spread our thanks to as many frontline workers as possible. Us and all of our customers can’t thank you enough for all of your hard work. We couldn’t be able to get through this difficult time without your bravery!

@beyond.beadssss
We would love to see you all in your bracelets! Take a picture and tag us on Instagram.

https://twitter.com/mcrsinanan/status/1270838798528716801/photo/1
What do you believe the opportunities we have in healthcare to **address real impact of health disparities and the systemic racism** we see in healthcare today? Where can and must we focus on in taking steps to address this issue?
What does/should **a true focus on the human experience in healthcare look like**? In that light, what must we all be doing to address the issues that have been elevated in the last two weeks?
As we not only work to identify, but address these issues impacting the human experience in healthcare, **how do we ensure these are sustained conversations with lasting outcomes** and not just lost in the next news cycle?
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.
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
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
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