Community Conversation: Addressing Visitation and Access for Guests and Care Partners

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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
The Crisis Lingers...
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 3 September, 10:04 (London time), Official data collated by Our World in Data
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.
Reopening Operations
- Helping Patients/Consumers Feel Safe
- Addressing visitation/volunteers
- Recharging the workforce

Managing Financial Realities

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

Maintaining COVID Care

Enacting Reactivation / Surge Plans

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/
Where as a community should we be focusing our efforts on this topic as we enter the final months of this year?
New Existence – Moving Forward

Care Teams

Governance & Leadership

Systemic & Policy Issues

Models of Care & Operations
Addressing Visitation and Access for Guests and Care Partners
A Community Conversation
Our Guests

Shari Berman – PXPF Co-Chair

Nikki (Charisse) Montgomery – PXPF Program coordinator

Chrissie Blackburn – PXPF Board member, Patient Family Partnership Subgroup Co-Chair

Courtney Nataraj – PXPF Board member, Patient Family Partnership Subgroup Co-Chair
Patient Experience Policy Forum (PXPF)

- A broad-based and diverse coalition of:
  - Patients
  - Family members,
  - Caregivers
  - Healthcare professionals
- “Two-by-two” leadership structure
- Free of influence from those with any financial or commercial interest in our outcomes and actions
Our Charter - Core Concepts

• **Advance Patient-Provider Partnerships:** Patients and families and their clinical care providers must be at the table at all levels of health care policy-making.

• **Strengthen Support for Patient and Family Involvement:** Patients and families must be provided with education, tools and support to effectively participate in policy-making and in their own care.

• **Strengthen Support for Professional Involvement:** Health care professionals must be provided with education, tools and support to build effective relationships with patients and families.

• **Reduce Disparities:** Disparities in the care experienced by patients and families from vulnerable and marginalized populations must be reduced or eliminated entirely.

• **Improve Patient-Centered Measurement and Reporting:** Methods of assessing and reporting patient experience must be made more efficient and effective for both patients and providers.

• **Elevate the Value Case:** The direct connection of patient experience to health care outcomes must be clearly defined and integrated into all relevant policy and reimbursement structures.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>December 2015</td>
<td>Initial conversation among community members on a need to address policy impacting patient experience</td>
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<tr>
<td>October 2016</td>
<td>Initial planning Summit: Creating a Framework for PX Policy</td>
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<td>April 2017</td>
<td>Patient Experience Policy Forum Planning Summit</td>
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<td><strong>September 2017</strong></td>
<td><strong>Formal launch: PX Policy Forum</strong></td>
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<td>January 2018</td>
<td>PXPF releases statement on The Children’s Health Insurance Program (CHIP)</td>
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<td>May 2018</td>
<td>PXPF meets with CMS Leadership</td>
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<tr>
<td>September 2019</td>
<td>PXPF comments on the value of patient narratives in the CAHPS for MIPS Survey</td>
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<tr>
<td>March 2020</td>
<td>Health Affairs Blog: It's Time To Take Patient Experience Measurement And Reporting To A New Level:</td>
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<tr>
<td>June 2020</td>
<td>Position Paper (via BeckersHR) We must partner with patients as we redefine healthcare in the post-COVID-19 era</td>
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and more to come…
Health Affairs Blog

It's Time To Take Patient Experience Measurement And Reporting To A New Level: Next Steps For Modernizing And Democratizing National Patient Surveys

Rick Evans, Shari Berman, Esther Burlingame, Stephanie Fishkin

MARCH 16, 2020

We must partner with patients as we redefine healthcare in the post-COVID-19 era

Shari Berman – Co-Chair, Patient Experience Policy Forum; Courtney Nataraj, Patient Adviser and Board Member, Patient Experience Policy Forum; Chasiree Montgomery – Program Coordinator, Patient Experience Policy Forum - Tuesday, June 16th, 2020 Print | Email

Over the last few months, millions of people have been asked to practice physical distancing to prevent complications and deaths from COVID-19. Some of us are at greater risk than others in this pandemic. Iver Nataraj, a 3-year-old boy with chronic lung disease, who a micro pneumomia is one such example.
Pulse Survey

What best describes your current visitation policy?

- No visitors at all
- Only 1 visitor per patient (non-COVID)
- Only 1 visitor per patient (both COVID and non-COVID)
- Up to 2 visitors per patient
- 3 visitors or more per patient
How have you had to adjust your own visitation policies as a result of this crisis?
Patient and family recommendations for addressing visitation policies during COVID-19

To address this moment of challenge, and the decisions related to visitation, we offer the following considerations:

1. When looking at visitation policies, care partners must be seen as active and essential members of the care team.

2. Hospital visitation policies must include the voices of patients and care partners...

3. As policies are developed, it is essential for departments of health to consider the safety impact of care partners...

4. Patients, care partners, healthcare staff, and the community must have a clear understanding of visitation policies...

5. It is essential that all people in the healthcare setting wear masks, including visitors, staff and care partners.

6. All patients must have the option to have a care partner present in the healthcare setting.
Patient and family recommendations for addressing visitation policies during COVID-19

To address this moment of challenge, and the decisions related to visitation, we offer the following considerations:

7. There should be no more than two identified care partners allowed for any patient during the duration of a hospitalization.

8. Care partners’ temperatures and symptoms must be checked upon entry and monitored hourly...

9. When in-person visits are not possible...all efforts must be made by healthcare staff to facilitate quality virtual visitation.

10. Special accommodations for overnight visits must be made for all based on patients’ needs and ability to participate in care

11. Hospitals must provide/supply appropriate personal protective equipment (PPE) for visitors.

12. Data on the various special circumstances for visitation must be captured, examined and monitored for disparities.
What are your initial reactions or reflections on these suggestion from our PXPF patient leaders? What questions does it raise for you?
What have you **learned and/or what would you do differently** in the future regarding visitation?
What **can and must we do** to ensure a sustained commitment to family and care partner presence moving forward?
Patient and family recommendations for addressing visitation policies during COVID-19

This set of recommendations is intended to provide both broad perspective and specific guidance from the voices of patients and families in partnership with innovative healthcare leaders.

And while not every organization may be able to address each item, a consideration of this wider view is critical in understanding the comprehensive nature of the visitation opportunity during this crisis.
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
“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.berylinstitute.org/HX2030
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
Growing Resources

- COVID-19 Resources
- Community Briefings and Conversations
- Webinar & Topic Call Recordings
- Podcasts
- Blog
- PX Connect Discussions
- Caring for You
- Supporting Your Community
- PX Updates
- Latest News

Addressing Systemic Racism and Health Disparities

We cannot stand by in silence on an unwavering commitment to human experience if we cannot declare that differences are seen in that right, as people 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 each one of us as individuals to engage with our own blind spots, so as to understand our privilege, uncover our biases, and then diligently to honor the essence of what humanity calls forth. 

PXJ

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 remarkable ways people, doctors, and healthcare providers have shown incredible strength, love, and dedication, in the most difficult circumstances. Through these stories we aim to help community members feel connected and honor those who have given so much.
THANK YOU, BE SAFE and STAY WELL!

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

https://www.theberylinstitute.org/Racism_and_Health_Disparities