

**COVID-19 Community Briefings and Conversations**

**CHAT NOTES**

April 10, 2020

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**Question: Where have been your greatest successes so far in tackling the COVID-19 crisis?**

Tina Jones: connection with the community - this has been remarkable

Bryanna Gallaway: Acceleration of technology use.

Cyndi: community support and outpouring of donations

Heather Thompson: Agree with acceleration of technology use.

Kyle Kemp: We have seen huge growth of virtual care (particularly in primary care)

Bryanna Gallaway: Real genuine connections between staff and patients, colleagues with colleagues. We are all in this together!

Caroline Nixon: Our community has stepped up and the donations of food for caregivers and supplies has been amazing.

David Garrett: Staff Recognition like never before. And, teamwork like never before.

Tina Jones: quick process changes -- we have flipped floors in our hospital to increase the number of airborne rooms. this happened overnight. wow!

Heather Thompson: Creation of company Facebook "CareSpace" page to support staff and connect staff across the country.

Cyndi: We've retrofitted our old SDS with negative air in anticipation of the surge.

Alla Borsen: Our first group of residents "graduated" from the Covid-19 floor to their regular unit.

Janice Lee Juvrud: Chaplain at Mt. Sinai being there for the families separated from dying loved one. Compassion, human being for human being.

**Question: What have been the biggest lessons you have learned in tackling this crisis?**

Beth Eggleton: the communication techniques used to communicate compassionately with patients from a 2m distance - eye contact is key!

Tina Jones: I've learned we need human connection more than i realized and we can live with so much less material things. We were born to connect.

David Garrett: The need for creativity, innovation and learning to do more with less.

Lina Allen: Most of my coworkers are more compassionate than I had ever imagined

Janice Lee Juvrud: In many ways the pandemic has brought out the best of people. As you are saying how can we sustain this. Perhaps awareness of considering "what really matters"

**Question: How have you celebrated the victories/ acknowledged your team in the face of this crisis?**

Tina Jones: We had "Spirit Week" and talk about wins every day at Safety Huddle.

Tina Jones: Hope Huddles

Kellie Wilson: We have put up heart walls in our hospitals and our outpatient areas. Any employee can leave messages of hope and thanks for each other.

Bryanna Gallaway: Act as a conduit of feedback and reflections... sharing within our internal communications channels, sending emails and texts, sharing with anyone who will listen to the beautiful stories I am privileged to hear. Spread the stories like confetti!

Sal Guerra: Promoting the Flexibility needed to do the right things. Offering our employee comfort rooms

David Garrett: We have created a Team Support group. We send gift cards (donated by businesses in our community) to those staff members who have gone above and beyond. We take "Care Packages" to units or departments who have done extraordinary work, we have sent hand-written note cards to staff - thanking them for their service, etc.

Irma: Kudos webpage where anyone from the community can share words of encouragement, cards, videos, pictures, etc

Bryanna Gallaway: Starting a COVID-19 Collection (journal entries and stories from our clinicians during this time - almost a time capsule of lived experience)

Cyndi: Daily Briefings from our CEO with a COVID update AND something personal. One day it was homeschool activities. The HR team sends daily short video clips from our fitness center. Meditation, stretch, breathing, etc

David Garrett: Also, we produced a video tribute to our staff and it has been shared on all of our social media channels.

**Question: What questions do you have for others as you work to support the human experience during this crisis?**

David Garrett: What are some ways y'all have developed to continue Patient Experience work during this? With limited access to patients, face-to-face, what ideas do y'all have?

Lina Allen: Leaders are starting to get anxious about the status of their departmental budgets once this is all over. People want to offer assurance that there are funds from the government, but there is no certainty.

David Garrett: Thanks for all y'all do in keeping us together during this very difficult time.

Irma: Our patient and family advisors are curious about what the work they're doing will look like once this crisis is over, has anyone thought about how to keep your advisors engaged and informed during this time?