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.
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Please take a moment to **introduce yourself** via the chat and let us know how you are, how you are feeling.
Sustaining healthcare’s future

Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Human beings caring for human beings.
All In

- Visitation Policy
- People Deployment
- PPE Availability
- New Delivery Models e.g. Telehealth
- Staff/Team Care
- End of life communication
- Need for Connection
- Basic Needs e.g. Food, Access

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

- Addressing leader fatigue
- Maintaining human connection
- Addressing social/equity issues
- Caring for Staff continues & self-care critical
- End of Life & Processes after a death
- Visitation evolves
- Triage Protocols
What have been the **biggest lessons** you have learned in tackling this crisis?
How have you **celebrated the victories/ acknowledged your team** in the face of this crisis?
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
"When I was a boy and I would see scary things in the news, my mother would say to me,

‘Look for the helpers. You will always find people who are helping.’

To this day, especially in times of 'disaster,' I remember my mother’s words and I am always comforted by realizing that there are still so many helpers—so many caring people in this world.”

- Fred Rogers
We’ve seen incredible photos and videos of our community supporting staff, patients and families during this time as we all work to ensure a sustained commitment to the human experience at the heart of healthcare.

We plan to highlight some of these in a video celebrating your commitment to elevating the human experience.

If you have photos or short videos to include, please email those to info@theberylinstitute.org or tag @berylinstitute on Twitter.
Special Announcement – Call for Submissions

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.
What **questions do you have** for others as you work to support the human experience during this crisis?
THANK YOU, BE SAFE and STAY WELL!

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