



# Community Briefing and Conversation

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April 10, 2020

## Ground Rules

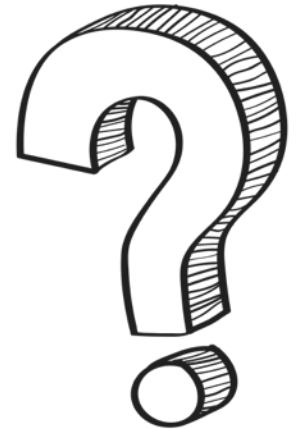
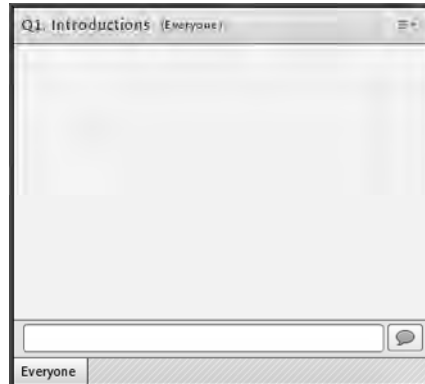
- All participant phone lines are muted.
- Participant contributions will be collected through the chat pod.
- Chat pod is for sharing of ideas, asking questions, interacting with participants; not for promoting services and products.
- Recording and chat notes will be available on our COVID-19 Resource 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

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.

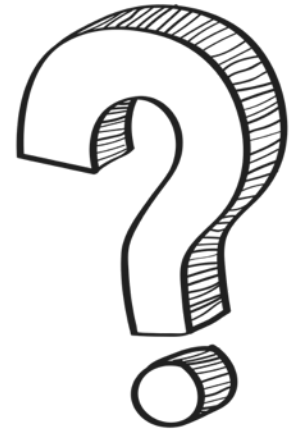


Where have been your **greatest successes** so far in tackling the COVID-19 crisis?



Q2. Greatest Successes

Everyone





# Sustaining Effort

Addressing leader  
fatigue

Maintaining human  
connection

Addressing  
social/equity  
issues

Caring for Staff  
continues &  
self-care critical

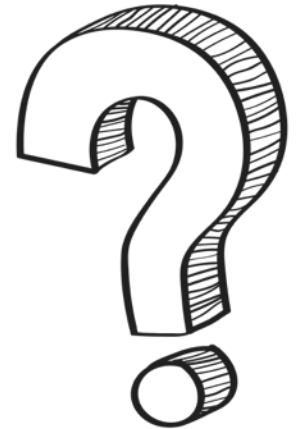
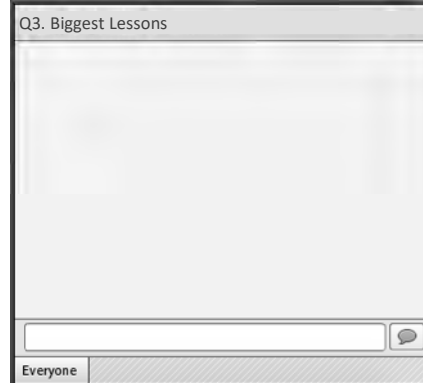
End of Life &  
Processes after  
a death

Visitation evolves

Triage Protocols

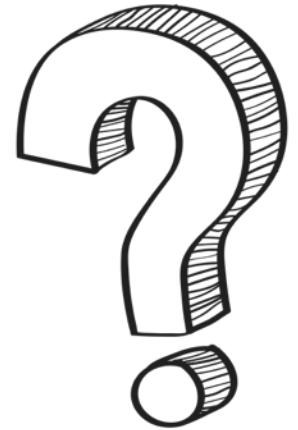
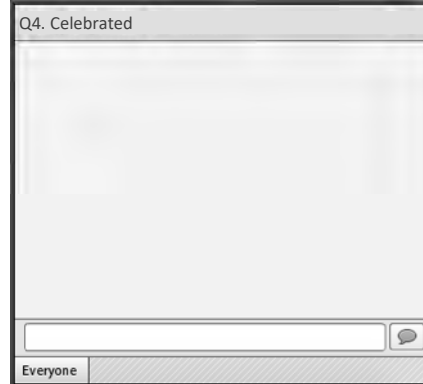


What have been the **biggest lessons** you have learned in tackling this crisis?





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>

THE BERYL  
INSTITUTE

Resources ▾ Learning ▾ Connections ▾ Events ▾ Membership ▾ About ▾

## COVID-19 Resources

### Resources and connections to support our community in addressing COVID-19.

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.

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](mailto:info@theberylinstitute.org) or tag [@theberylinstitute](https://twitter.com/theberylinstitute) on Twitter.

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

#### Upcoming Events

**WEBINAR - April 9, 2-3 PM ET**  
Caring for Ourselves in Times of Crisis  
> Learn More

**COMMUNITY BRIEFING AND CONVERSATION - April 10, 11 AM ET**  
> Learn More

**WEBINAR - April 14, 2-3 PM ET**  
Psychological First Aid: Managing Emotional Challenges in this Unprecedented Time  
> Learn More

**WEBINAR - April 16, 2-3 PM ET**  
What Matters Most to Patients and Families During the COVID-19 Pandemic?  
> Learn More

# PX VIRTUAL PATIENT EXPERIENCE CONFERENCE 2020

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





## Capturing the Human Experience During COVID-19

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Source: @patrickearl2014



Source: @Debbie\_BurkeRN





Patient Experience Journal  
Special Announcement – April 2020

Special Announcement - Call for Submissions

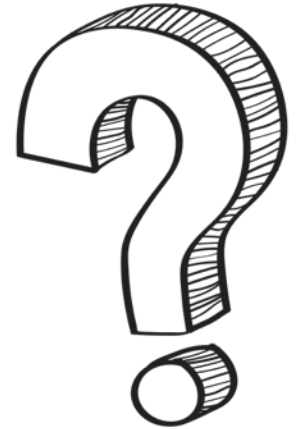
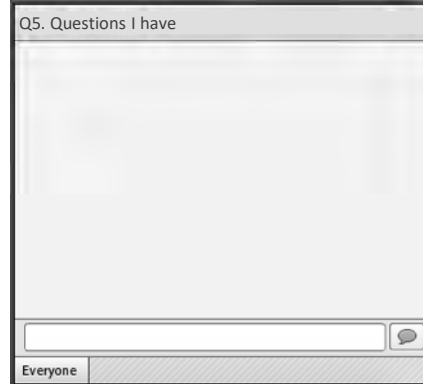
Special Issue – July/August 2020  
Sustaining a Focus on Human Experience in the Face of COVID-19

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!

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