

**COVID-19 Community Briefings and Conversations**  
**CHAT NOTES**

April 17, 2020

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**Question: What is the most critical issue you are facing today?**

Karen Hamlett: Working from home challenges

Dan Spofford: PPE availability

Tom Tull: Support for front line caregivers as they provide care for COVID patients - the fear of taking the virus home is real.

Gina Marie Agosta: How to reassure staff who are afraid so they can reassure patients.

Arshia Ali: Keeping up with changing direction from public health

Jerry Painter: Family visitation

Katie Heskett: Consistent communication with families

Ingri Gundersen: so many staff on furlough- what happens afterwards?

Kellie Wilson: Not knowing if and when the surge is going to come, so right now, a lot of staff are being sent home.

Linda Biondini: Sustaining caregivers.

THS Marketing: How to support coma/isolation patients who benefit from social interactions.

Tiffany Rooks: staff morale because it directly impacts our patients/families

Arshia Ali: Communication with clients and families

Sandra Smart: Caregiver fatigue

David Garrett: Visitation restrictions and lack of patient/family connectivity.

Phil Eswein: Staff flexing and nursing shortages

Joylyn Estrella: Staff fear r/t lay-offs

# T H E B E R Y L I N S T I T U T E

Nancy M: personal family visiting grandma not taking precautions seriously

Richard Satterwhite: Staying connected and realizing that we can't lose the human element.

David Garrett: Financial issues - staff furloughs and pay reductions, etc

Gary Jones: Communicating face to face

Della Williams: The safety of the staff in the trenches with enough PPE

Julie: So much focus on COVID that other initiatives came to a screaming halt. Patient Experience being at the bottom of the totem pole

Linda Biondini: Will we ever feel normal again?

Renee Rieder: Planning for the new normal.

Ben L.: Trust. Trust of patients that they'll get through healthcare without harm. Trust of employees that they will be unharmed. How do we trust healthcare moving forward?

Tiffany Rooks: Planning for the new normal

Dan Spofford: Financial stability of healthcare in general

Alla Borsen: Uncertainty of what the future will bring and what the "new normal" will look like.

Karen Hamlett: Staff are receiving tremendous support from our Mother Ship....truly great!

Nancy M: working in the ER "reusing" PPE

Linda Biondini: Connecting with others

Tori Scott: creating opportunities for families to connect with their loved ones

Joy: The unknown: waiting for the surge while our census remains low and employees furlough

Linda Biondini: There needs to be a way for software to talk to each other so data can be pooled and providers can get information real time.

Kathy Deevers: Thank you Beryl for offering these discussion groups and sharing. I'm grateful to see the flattening of the curve in some places. My heart goes out to NY and other states that have had a high number of deaths due to COVID-19. It's been amazing to see the care and compassion during this crisis. I have much respect for all of the physicians and clinical people

on the frontlines. I'm the Patient Advocate at our facility and I appreciate all that is being done to take care of our patients. Visitation and financial issues are of concern I think with a lot of health care facilities. Social distancing has been such a challenge, but we know this is so important in order to flatten the curve. Thank you to EVERYONE for all that you do!

**Question: What practices should we be working to keep, processes and actions should we be looking to sustain as we move to new existence?**

Dan Spofford: telemedicine

Marnee Downing: tele health

Linda Biondini: Telemedicine and reimbursement for alternative visits.

Karen Hamlett: Tele health

Kellie Wilson: Using virtual/technology capabilities to connect inpatient families with caregivers

Renee Rieder: Using technology to engage family when they can't be there in person.

Robin Louks, CPXP: Telemedicine

Richard Satterwhite: embracing new technology

Linda Biondini: Streamlining training and less red tape.

Joylyn Estrella: Virtual care/Telehealth

Tori Scott: Telemedicine and Community Care Networks

Tiffany Rooks: emergency response planning and prep

Karen Hamlett: virtual meetings

Karen Doy: visitation policies

Ingri Gundersen: keeping the humanity while using technology

Shobha Iyer: Leveraging technology while still being able to retain jobs for workforce

Shannon Stafford: virtual meetings: frees up so much time!

Gary Jones: TeleHealth and working out the kinks as we go

Margaret Borders: that CMS "can" actually move quickly

Kellie Wilson: Yes, less red tape!

Shannon Stafford: support for staff, each other

Ingri Gundersen: making sure we have the supplies medical staff need to stay safe

Richard Satterwhite: Also, re-learning how to reconnect with people

Linda Biondini: Disaster preparation.

Gary Jones: How to be compassionate and show empathy in the new norm

Shobha Iyer: Better PPE guidelines that help us conserve all year...not just during a pandemic

Renee Rieder: reduction of meetings and focus on the patient

Tiffany Rooks: better par levels of ppe

Linda Biondini: The importance of Thank you

Margaret Borders: learning how to say thank you to every team member

Linda Biondini: The importance of accurate data.

Karen Hamlett: Taking adult patients at Pedi hospital

THS Marketing: How to encourage patients and staff that they are not alone or unappreciated.

Ben L.: Renew an intense and singular focus on patients one by one, and how do we leverage technology in seamless ways to improve interactions with patients.

Linda Biondini: Engaging more caregivers in solutions and creative ways to care for patients.

Kathy Deevers: continuing to provide compassionate and exceptional care

Alla Borsen: Showing appreciation to staff, our true "heroes"

Richard Satterwhite: Kathy D yes! compassionate and exceptional care...we're taking care of people and that can't be forgotten

Julie: Going above and beyond to include family no matter the disease

Linda Biondini: Spiritual health for caregivers and patients.

**Question: What HOPES do you have for the future of healthcare, human experience and our community as we move through this crisis?**

Dan Spofford: More communal caring and kindness

Linda Biondini: Grater connection as a world

Nancy M: A greater tolerance for one another

Ben L.: Better relationship-centered communication everywhere

Gina Marie Agosta: More flexibility to be innovative and adaptable

Karen Hamlett: spiritual support is a must

THS Marketing: that patients will realize inner strength in the absence of visitors

Allison Chrestensen: I hope that there is a greater willingness to see and to act to remedy the disparities in healthcare & in our society.

Kellie Wilson: A continuing spirit of gratitude and appreciation.

Liz Glass: decrease work red tape to implement better patient-centered practices

David McNally: We will break down the wall between health care and people with lived experience

Marnee Downing: Demonstrating more compassion for everyone, the ill, the frightened family member who comes across as angry, the front desk rep absorbing that anger

Tom Tull: Hope that we use human-centered approaches being more inclusive of patient's support network.

Linda Biondini: Change the focus from productivity to quality care.

Nanci Newberry: Hospitals without walls - more community-based care!

David Garrett: I hope that the intense focus on the patient remains and that the outstanding sense of teamwork and camaraderie goes forward.

Gary Jones: It shows we are all vulnerable

Gary Jones: we need each other

Richard Satterwhite: I'd love to believe that the future of healthcare means affordability for all, no one in our society should go without affordable access. Connection with one another. It's cliché but true that we're stronger when we work together

Karen Doy: Appreciation for all.... patients, caregivers, community and realization of how we are interconnected.

David Garrett: I hope that all silos break down and we all understand that we are on the same team.

**Question: What needs do you have from us as you work to support the human experience during and beyond this crisis?**

Karen Hamlett: continue this type of venue

THS Marketing: remind hospitals that the patient experience still matters

Nancy M: innovative ways to rejuvenate staff

Shobha Iyer: It would be great to have forums to be able to share best practices, successes and learnings.

Marnee Downing: more items like the one earlier this week re our emotional and mental well-being; helping us, helps us help patients...

Linda Biondini: How to sustain the focus on the patient and be creative in ways to help people connect.

David Garrett: The continued opportunities to share and learn from each other, as well as lean on each other.

Linda Biondini: CISD teams are needed.

Margaret Borders: I represent several hospitals across our state. It would be great to have a several suggestions of best practice that could work in any size settings. Having a "toolkit" that I could share with all hospitals - with pictures, quick wins, easy ideas, examples of protocols, etc. would be great!

T H E B E R Y L  
I N S T I T U T E

CathyG: Ways to reassure staff that they can feel free to express feelings of fear without losing your job. support the team because may are putting their jobs 1st & their families are feeling 2nd place.

Ingri Gundersen: This has been very grounding for me in a time where crisis has been the word of the day-it's so important to pause and refocus. Thank you!!!

David Garrett: Keep having this community briefing - maybe twice a month.

Tom Tull: Yes Margaret - I, too, have multiple sized facilities - toolkits for quick wins would be great - accelerate change.

Sarah Hartung: Ways we can help patients come back to facilities - feel safe in receiving care and not fearful of catching COVID 19

Richard Satterwhite: these sharing sessions have been great please keep this going! Stay safe everyone!

David Garrett: Yes, please keep these sharing sessions going!