

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

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**Question: How are you honoring...those who serve?...those who recover?...those we lose?**

Linda Biondini: Random acts of kindness notes for caregivers when rounding.

Natalia: and ourselves?

Gina Marie Agosta: Thank you cards from our CEO to our staff including comments from patients.

Toni Land: Creation of Oasis Rooms

Angie M. Tampa Florida: Honoring those we serve - created a weekly recognition of the organization in sending newsletter with photos, patient comments (COVID and others) signs, etc - total positive

Kim Nailon: Those who serve, we have been sending out all of the patient comments to the nursing leaders. As well as sending thank you cards to staff who have been on the front lines

Linda Biondini: Always saying thank you. Thank you for screening everyone entering the building. Thank you for doing hand hygiene. Thank you for your dedication....

Leigh Demot: those who recover- sending recovered patients home with a sendoff. staff line the hallways and clap and patient is wheeled out. we are playing "here comes the sun" when patients are extubated

Toni Land: Virtual Team Member Support Group

Kim Nailon: Toni- I love this idea, does Spiritual Care lead this support group?

Toni Land: a local counseling group has volunteered to facilitate

Jay Dennard: We have been having our chaplains available for staff to address fears and needs as well as our Infection Preventionists. We have established meditation rooms, using chalk messaging on sidewalks and walls of the parking decks. A key help was the local law enforcement and fire department demonstrated their support with Red Blue and You by visiting our facilities and honoring our staff.

Angie M. Tampa Florida: Developing best practices to sustain ourselves going!

**Question: What are the most significant realities you believe we will need to face/address/overcome as we move through this crisis?**

Angie M. Tampa Florida: We will have to move slowly with opening visitation

Kathy Rascher: What is the new reality of visitor policies?

Toni Land: Continued use of telehealth in all areas of service

Jen McClean: Consumer demand to continue virtual services.... for convenience & continued fear of exposure

Linda Biondini: New throughput/flow practices; clinics, OP visits, surgery, etc.

Angie M. Tampa Florida: Patient Experience might "look different" in the realm of telemedicine, virtual visitation/rounding with families and we need to coach around that...

Rachel N.: Worried about the men affected at a higher rate...Maybe a focus on more preventative care of all so pre-existing conditions are identified early in preparedness for unwelcome situations we may come across again

Jen McClean: With schools and childcare options closed through June/July at least how we ramp up our services and staff back up when coworkers have challenges with childcare.

Angie M. Tampa Florida: continuing to share and be honest where we are... share resources, let down the walls and be a true community for the patients

Linda Biondini: HR support for caregivers; layoffs; low volume.

Steven Fry: Economic disparities that impede telehealth, devices, wifi, will need to be addressed. How can deep listening truly occur? How can staff address "screen fatigue" that will impair openness and attending skills?

Linda Biondini: CISD availability.

Jake Poore: re-establish caregiver trust, overcome burnout, the lack of transparency they got from their exec team, layoffs

Angie M. Tampa Florida: Financial impact for the AR due to employment impact to community

Jen McClean: Move toward sustained remote workforce/WFH as a standard vs. a short-term need.

**Question: What will make our ongoing series of community briefings most valuable to you?**

Jen McClean: Case studies - what others are doing, how consumer perceptions are shifting as we go through the journey, what expectations have changed as a result of the transformation that has occurred

Kellie Wilson CPXP: This has been great! I love the models that you've shared, the questions you are asking, the conversation that occurs. Thank you!

Donna Henderson: Sharing of Best Practices

Linda Biondini: Preparing for the "let down" aftermath.

Toni Land: discuss the shifting of priorities in healthcare

Angie M. Tampa Florida: Would love to see some breakout sessions; maybe about Visitations, Sustainment ideas, Have Organizations share their best practices with you on here maybe "phone a friend in"

Jen McClean: How can we leverage the resilience that has been created during this time to be a catalyst for ongoing transformation. Keep the momentum and innovation going outside the immediate crisis environment.

Rachel N.: Feeling close to those outside of our local communities is so great for prepared ness and awareness!

Matt Kabliska: How do we best add value when practices are ramping back up and may not have desire to engage with us as they have in the past.

denise durgin: To Jen's point about resilience, how do we leverage that from the patient voice as well?

Angie M. Tampa Florida: Include Patient Family Advisors in sessions?

Aideen Snell: Love the idea of having the Patient Advisors engaged on one of the Briefings

Angie M. Tampa Florida: I think this every Friday is the perfect time and if we can continue with maybe 30 minutes of COVID community updates then breakout sessions with recorded that would be great!

Angie M. Tampa Florida: I am happy to be a part of this! Sharing best practices and learning!