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.
Please take a moment to **introduce yourself** via the chat and let us know how you are, how you are feeling.
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
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Human beings caring for human beings.
Essential Focus

- Maintaining human connection
- PPE Availability
- People (Re)Deployment
- Addressing social/equity issues
- Basic Needs e.g. Food, Access
- End of Life & Processes after a death
- Triage Protocols
- New Delivery Models e.g. Telehealth
- Caring for Staff continues & self-care critical
- Need for Connection
- Addressing leader fatigue
- Visitation Policy
Reinforcing Conversations

- Expanding human connection
- Considerations on addressing equity issues
- Honoring ALL lives
- Visitation Policy Reviews
- Community Connection & Support
- New Models & Innovations e.g. Telehealth
How are you honoring...
...those who serve?
...those who recover?
...those we lose?
**New Existence**

- Capturing Lessons Learned
- Leaning in on Policy Changes
- Rebalancing of care models
- Sustaining Effective Practices
- Recharging our workforce (& addressing post-traumatic stress)
- Reinforcing “silver-lining” (connection, camaraderie, compassion and collaboration)
- Honoring those we lost

*www.theberylinstitute.org*
Transitioning to New Existence

REALITIES

- **Addressing fears & needs** of patients/consumers of care
- **Ensuring permanency** of proven practices
- **Navigating financial pain**
- **Tackling systemic issues** heightened by this crisis
- **Preparing for resurgence**
There is no power for change greater than a community discovering what it cares about.

Margaret Wheatley
What are the **most significant realities** you believe we will need to face/address/overcome as we move through 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
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 will make our ongoing series of community briefings **most valuable** to you?
THANK YOU, BE SAFE and STAY WELL!

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