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
Sustaining healthcare’s future

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

- PPE availability
- Visitation policy and implications
- Staff issues including stress & burnout
- Redeployment of resources, primarily people to places of need
- Change in delivery models with virtual connections in house and telemedicine out of house
- Life issues such as
  - Rationing and prioritization of equipment
  - Managing and communicating around death and dying
What are the most critical issues you are facing right now in addressing this crisis?
New Themes

- Need for connection!!
- Back to basics
  - e.g. Rounding
  - Awareness of implication for choices and how handled (e.g. visitation)
- Redeployment of people – especially nurses
  - Retraining and reassignment grounded in team-based approaches
- Issues of Equity and Basic Needs
  - Managing the needs of those with limited access, language barriers
  - Providing access to food
- Supporting non-COVID patients
- Rays of HOPE
At this moment, **what do you need** from this community and from one another?
As we look ahead what **gives you hope** in the face of this challenge?
Includes links to:

- Community briefings
- Webinars
- Podcasts
- Blogs
- Caring for yourself
- Supporting your community
and more...

https://www.theberylinstitute.org/COVID-19Resource
Upcoming Offerings

COVID-19 COMMUNITY BRIEFING AND CONVERSATION

Friday, April 10, 11:00am ET
Friday, April 17, 11:00am ET
Friday, April 24, 11:00am ET

WEBINARS

April 9, 2pm ET
Caring for Ourselves in Times of Crisis

April 16, 2pm ET
What Matters Most to Patients and Families During the COVID-19 Pandemic?

April 30, 2pm ET
Headliner - Future of Human Experience 2030: A Dynamic Framework for Healthcare
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
Between stimulus and response there is a space. In that space is our power to choose our response. **In our response lies our growth** and our freedom.  

- Attributed to Viktor Frankl
THANK YOU, BE SAFE and STAY WELL!

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