



# Community Briefing and Conversation

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## 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.

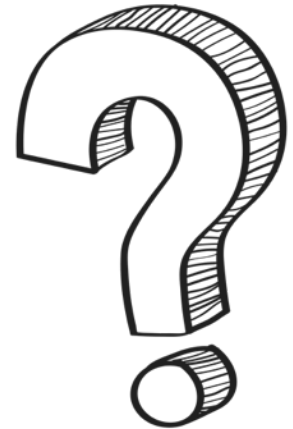
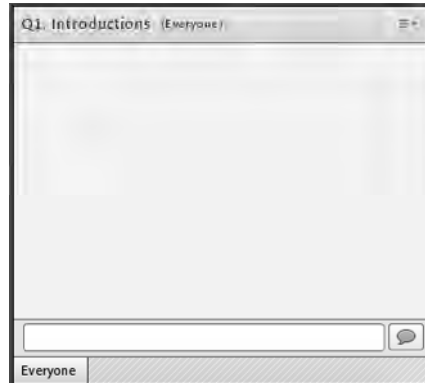
- The Beryl Institute

*Sustaining healthcare's future*



Changing healthcare by ensuring an  
unwavering commitment to the  
**HUMAN EXPERIENCE**

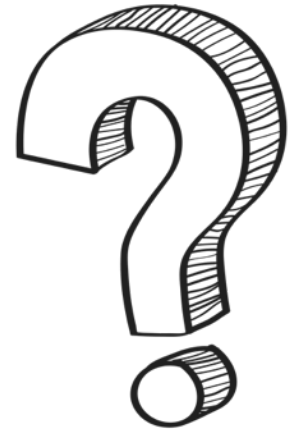
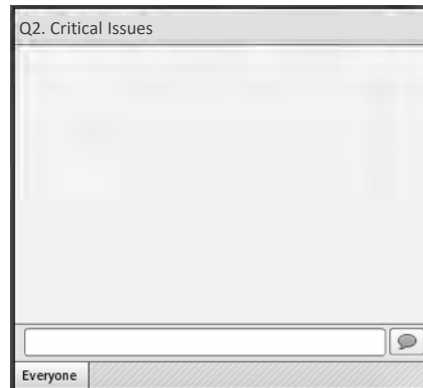
Please take a moment to **introduce yourself** via the chat and let us know how you are, how you are feeling.



Human beings caring for human beings.

- 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

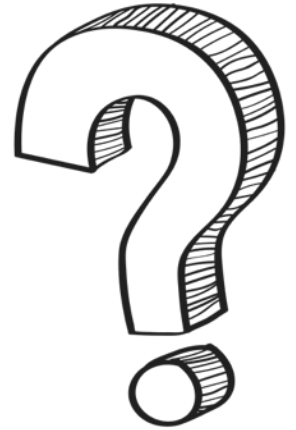
What are the **most critical issues** you are facing right now in addressing this crisis?



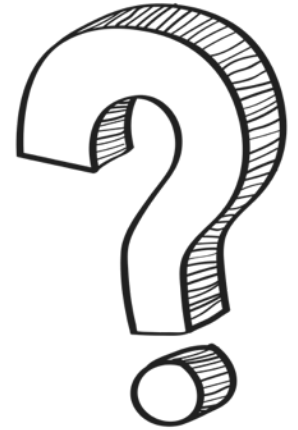
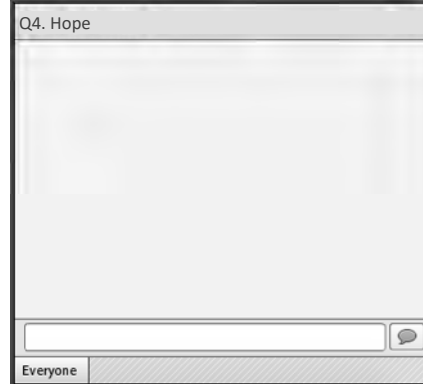


- Need for connection!!
- Back to basics
  - e.g. Rounding
  - Awareness of implication for choices and how handled (e.g. visitation)
- Redeployment of people – especially nurses
  - Retraining and reassignment grounded in team-based approaches
- Issues of Equity and Basic Needs
  - Managing the needs 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>

The screenshot shows the website's navigation menu with links for Resources, Learning, Connections, Events, Membership, and About. The main heading is "COVID-19 Resources". A prominent green headline reads "Resources and connections to support our community in addressing COVID-19:". Below this, a paragraph states: "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."

The page is divided into three main sections:

- Community Briefings and Conversations:**
  - A paragraph explaining the transition from weekly briefings to weekly community briefings and conversations, effective April 3, with Jason Wolf as the host.
  - A "Next Community Briefing and Conversation" scheduled for April 3, 11 - 11:45 AM ET.
  - Links to "Community Briefing Recordings" from March 27, 2020, and March 20, 2020.
- Resources:**
  - A link to a "Topic Call - Addressing Human Experience in the Face of COVID-19".
  - A paragraph describing the purpose of the Special Topic Call: to ensure a focus on human experience and share strategies for organizations during the crisis.
- Upcoming Events:**
  - WEBINAR - April 2, 2-3 PM ET:** "Elevating the Human Experience in the Face of COVID-19".
  - COMMUNITY BRIEFING AND CONVERSATION - April 3, 11 AM ET:**
  - WEBINAR - April 9, 2-3 PM ET:** "Caring for Ourselves in Times of Crisis".
  - COMMUNITY BRIEFING AND CONVERSATION - April 10, 11 AM ET:**

## 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**

# 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.

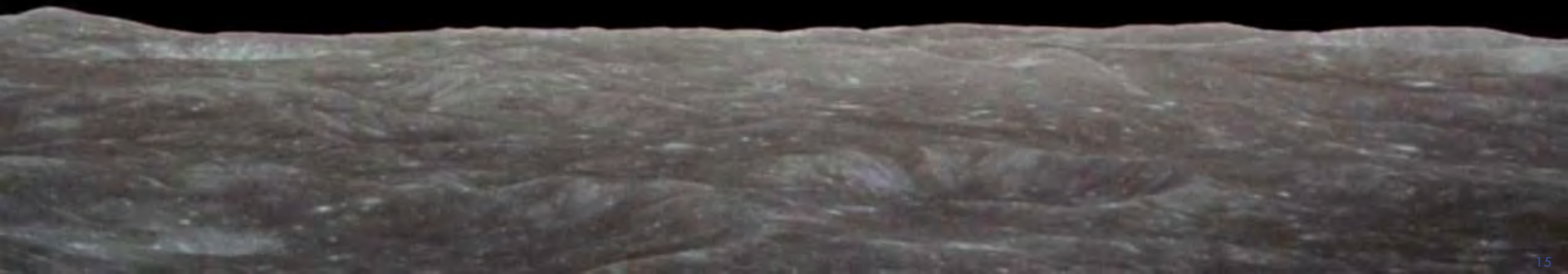


- Over 50 breakout sessions
- Conference community interaction via PX Connect
- Virtual exhibit hall
- PX2020 T-Shirt



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!

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