

COVID-19 Community Briefings and Conversations CHAT NOTES

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Question: As we look ahead what gives you hope in the face of this challenge?

Helen Julia: Seeing my colleagues work so well together

Ellie Hubbard: My team and leadership.

Amy Mora: Survivor stories

Juanita Al-Abbadi: the ongoing townhalls by our administration are very important

Helen Julia: the new connections between other community health care organizations working together and reaching out for feedback and information

leah abbondandolo: The future gives me hope. The way we are all taking precautions, learning how to be more participating in our community with helping others, and the fact that we will get through this together

Donna Henderson: Healthcare workers and families are bonding like never before. Working so well as a team.

Ricardo: The way that the community has stepped up to support those that are caring for others

Anne Coit: People extending extra kindness to on another

Karen Doy: seeing how flexible and team-minded staff are

Marcelo Alvarenga: The purpose and to see that it is possible to be more collaborative

Adrian White: Connecting daily with my family overseas!

Julie: My hope is the conversation I had with my ER Manager yesterday: so much support provided from the community and the spirit of teamwork!

Peggy Creany: The data. Seeing recovery and the curve in other areas, knowing we will overcome

Garrett South: The strength in our team's unity

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

Laurie O'Byrne: Seeing people come together. It's awesome. Too bad it takes a crisis to remind us how much we care for each other and how much we are called to do this work.

Jennifer M Roman Comulada: see more people recovering

Leslie J. Moore: WE have an enhanced opportunity to be innovative in new ways to continue our mission with patient experience and HOW we implement the human connection as we move forward in healthcare.

karen anderson: the amazing work of my leadership and staff, their dedication and skill

Mark VanderKlipp: When leaders communicate honestly about the challenges, we're all facing

Kim: The community support calls coming in from community to say THANK YOU to our team when they haven't been a patient. Colleagues coming together, Executive Team's transparency

Lauren Leach: The outpouring of support from our community. People have sent us around 2600 cloth masks (for nonclinical staff and worried well patients). Others have donated PPE and food and discounted services to our HCWs. It is beautiful.

Renee Rieder: Seeing the resiliency and teamwork in our frontline.

leah abbondandolo: When people post videos of patients recovering, this gives us hope and should be posted more!

Karen Kane: Grateful for the connection with Beryl and idea sharing. One example: From PX Connect, I heard about gathering comments from community and sharing those with caregivers. I took that idea and collaboratively created attractive business size tend cards with words of gratitude and prayers from the community. These cards also contain essential resource links and phone numbers for our staff. when they enter the hospital and have their temperature taken, they are given one of these "thank you" cards. They are uplifting the staff and have been well received.

Janiece Gray: Juanita - sorry wasn't finishing typing on that last question - hopefully we can connect after this -> I'm super excited to get to do some shadowing of evisits with providers to help hone in on the key care practices to help create the best connections with patients in these new times

Janiece Gray: I love that both the healthcare workers and the teachers of our country are finally getting the credit they deserve

Dominique Transue: Our director sends out a "Daily Dose of Happiness" and all of them this week have been drawings and thank you cards from children in the area.

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Lauren Leach: We held a Headlights for Hope event where we put out a post asking the community to show up at 8 pm last Monday and park in the parking lot (stay in their cars) and turn on their headlights. We had a full parking lot and they were flashing lights and honking and brought tears to the eyes of staff to see all the support outside of the windows

Tracy Martinez: having a positive mindset, knowing that everyone is giving their best effort & support in this crisis.

Marcelo Alvarenga: One important thing that comes to my mind is that more than ever, we will value the true Person-Centered Care meaning

Julie: Hope comes from my volunteers - they stay in touch with us EVERYDAY - sending messages of support of love to all staff

Karen Kane: Temple Health, across the country from St. Mary, we are united as one of your caregivers is named on our Prayer Wall along with her picture and we are praying for her. Her aunt works at St. Mary.

leah abbondandolo: In my hospital, they are encouraging the staff from all sites to color in a heart and tape it on our windows (cars, house windows, etc...) as a sign of hope.

Peggy Creany: The community gratitude is powerful. I wonder if the PFAC's can have a role in coordinating?