

## COVID-19 Community Briefings and Conversations CHAT NOTES

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**Question: At this moment, what do you need from this community and from one another?**

Laura Crooks: a sense of not being alone in leading these efforts.

Wes: Scripting

Janiece Gray: I find I have a craving for solid information that I can trust in this time.

Donna Henderson: Compassion and understanding that we are in this together.

Dawn: Support... the ability/confidence to set boundaries and say, "no thank you".

Amy Mora: Hope

Helen Julia: I need ideas on how to develop a plan to keep the teamwork and positive effects going after this is over. Also, how do we manage the emotional aftermath

Marcelo Alvarenga: We need to know how people are leading the efforts (share best practices)

Brittney Lawrence-Stephens: clarity of messaging

Kim Pedersen: Same things this organization is always good at doing-best practices in this most challenging time ever

Jasmine Arfaa: Empathy

David Garrett: Creative ideas on how to connect with patients when we can't visit them in person.

Janiece Gray: I'm also working to pilot some work on the art of the e-visit and would love a chance and a place to test that out with a few organizations

leah abbondandolo: Hope, we cannot depend on social media as some platforms are feeding misinformation

Alla Borsen: continue sharing best practices to use at this time of crisis

leah abbondandolo: we need to stand together as we are all facing the same issue

Leslie J. Moore: Thank you for the continued support and platform to network as well all navigate new and unprecedented circumstances. We learn from one another through sharing and connecting.

Julie: Leah - Totally agree! Someone please shut down #filmyourhospital!

Donna Henderson: Sharing of best practices is crucial.

Lauren Leach: I got a great idea from the last discussion; we took sidewalk chalk and went to the hospital and wrote encouraging messages around the building. Staff were posting on social media that it meant a lot to them or made them smile. Such a simple way to encourage!

Kim: Continuation of the calls, sharing best practice

Mark VanderKlipp: Intentional respite. Making time to recover

Alla Borsen: I agree with Jasmine - Empathy is crucial!

Catherine Heath: Resource sharing of creative ideas

Helen Julia: Continued connection and collaboration between organizations, rather than trying to compete

Jennifer M Roman Comulada: Hope and empathy, people need to be aware how critical is this situation

Ricardo: Continued sharing of ideas and possible solutions to address the challenges we all are facing

Juanita Al-Abbadi: Janiece Gray please elaborate on the pilot program. thanks

Laurie O'Byrne: We did chalk messages at our clinics too. People loved it.

Terry Harrington: This is thinking of the aftermath, but will we be able to keep conversations like this going? Where we share best practices despite being different institutions.

Anne Coit: How are we going to restart our efforts after this is over?