In what ways can we continue to support one another as we move through the next few months ahead? What do you need/desire from your community?

Pamela Bell: We have to be patient with others...everyone is very stressed

stephanie hillman: grace

Aly: reminders about self-care and self-compassion

Yinka: Constant Check in With Team Members (Compassion)

Nicole Valles: Continued communication and transparency...

Jennifer Dupree: continue to emphasize the importance of self care

Ruth Barker, Southlake: Really important to check in with our colleagues - burnout in healthcare is probably even worse during this pandemic

Angie Forman: Grace across all professions. We were so thankful in March and April when all were taking care of healthcare workers... now is the time to support our educators.

Anne: Practice deep listening; anticipating needs

Yinka: Promote Emotional Wellness at the facility

Nicole Valles: Thinking outside of the box of what the norm looks like of safety

Guest: Not make assumptions about others' actions or situations. There is always more to their story.

Kellie Wilson: We can support each other by sharing our experiences, demonstrating empathy and compassion, sharing information will be helpful. From my community, I would love cooperation and understanding.

Linda Fahey: Learning what others are doing to support leaders and staff as they are very overwhelmed at this time
Charity: treating everyone with dignity and respect

Ann D.: Our employees are stressed - keep checking on them

Pamela Bell: July Am J Psychiatry study on mental health effects of COVID on healthcare providers in China...must read

Charity: and with mindful listening!

Tiffany Christensen: We all have stress unique to our COVID experiences. How can we use that as a way to reconnect rather than to alienate each other?

Vickie Morgan: Everyone is stating they just want things to go back to normal when we don’t know what normal will be or if it will be back to normal. Chances are not. Very stressful.

Tiffany Christensen: Can we choose "all of the above"? :)

Maria Orsini: Primary care has been done in 95% of our patients via telehealth

What segment of healthcare do you think patients currently have the LEAST comfort in engaging at this time?

- Primary Care: 6.38% (3)
- Specialist: 2.13% (1)
- Hospital: 29.7% (14)
- ED or Urgent Care: 61.7% (29)
- Lab: 0% (0)

What do you believe are the biggest reasons for the discomfort people are expressing about engaging in healthcare at this time?

Ruth Barker, Southlake: Fear of catching covid in the ER or hospital setting

Angie Meridionale - Tampa General Hospital: disconnect in media and social media in messaging

Aly: cleanliness

Pamela Bell: Fear of getting COVID and will they be safe...is the environment clean

Jessica Hoeksema: Fear
Maria Orsini: face to face interactions

Jade Verdeflor: Unclear policies, with national guidance changing all the time

Alison Bourne: safety

Christina Martin: We don’t clearly understand COVID

Ronda: wrong information being shared in social media

Tiffany Christensen: Fear of catching COVID, fear of taxing an already overwhelmed system

stephanie hillman: mixed messages - not knowing the "right" thing to do

Ann D.: Catching COVID from someone

Kellie Wilson: Fear of COVID; unhappiness about not being able to bring loved ones/limited visitation

Maria Orsini: the sicker goes to the ED

Anne Diefendorf: Constantly changing recommendations

Stephanie N.: Conflicting Information

CJ Merrill: Unknown and discomfort with how things have changed.

Wendy Arato: the "what if"

Dan Blazar: All of the miscommunication

Verna Compton: Fear; Constant change & uncertainty

Yinka: We did a great job telling them to stay out unless they needed to come in before

Linda Fahey: Fear of COVID and confusing info

Summer Marrero: The media they are not giving information based on full facts

Angie Forman: Communication mixed messages about safety and how COVID should be addressed. What PPE is appropriate.
Alex Speredelozzi: The unknown.

Greg Vasse: Focus on health care professionals catching the virus

Vickie Morgan: Fear of the unknown and also the conflicting information. What is the source of truth?

Monica: Lack of clarity, conflicting info, fear

Anne: fear of being exposed to the novel coronavirus; fear of the unknown; fear of others' who opt not to practice physical distancing and/or wearing a mask

Tiffany Christensen: I was told to not utilize my healthcare services until further notice. I have not heard anything about them being open so I am left to assume that they are still closed? Probably not but that was never communicated with me...I am sure that kind of communication issues is happening all over

Angie Meridionale - Tampa General Hospital: The fear of what to know it truth, who is the "real" experts and who to trust

Ruth Barker, Southlake: People are also afraid of health care workers in this pandemic climate, which is adding to the stress for health care providers

Angie Meridionale - Tampa General Hospital: People desire standardization and when there is a lack of that it often causes panic, chaos and fear

Anne: fear of being exposed to the virus and becoming an asymptomatic carrier and inadvertently passing it on to family and friends

stephanie hillman: want to ensure that people don't die alone any more

Greg Vasse: Tiffany's experience of no communication from the hospital is not unique

Angie Meridionale - Tampa General Hospital: Yes! A game changer in healthcare!

What actions can and must we take to ensure people feel comfortable and safe in returning to seek care?

Ann D.: Lots of info shared on social media

Jamie Di Piazza-Rodriguez: That we have their upmost safety involved and that we are doing everything possible in the hospital to keep them safe
Kellie Wilson: All healthcare workers wear proper PPE all the time.

Alison Bourne: Have a notice board which is updated daily both on and offline

Alison Bourne: information is key

Jamie Di Piazza-Rodriguez: consistent is the key!

Angie Forman: Consistency of communication. Leading by example. Expectations for our workers.

Nicole Valles: Overcommunicating

Maria Fernandez: overcommunicate.

Ruth Barker, Southlake: explaining the rationale for decision making to keep patients and families safe

CJ Merrill: Role modeling; connecting to the why related to safety and connection

Kellie Wilson: Frequent, consistent, and transparent messaging across multiple venues

Anne Diefendorf: Use PFAs to carry the message to community members

Yinka: Utilizing our patient partners and various community board

Tiffany Christensen: Personalized communication when possible

Anne: being clear about the facts; being sensitive to health literacy and ensuring clear messaging

Vickie Morgan: I think the best thing is that everyone has the same message.

Angie Meridionale - Tampa General Hospital: We have to engage the voice of patients and families. Also, the team members ongoing. Also, we can't forget what we have endured during this time!!

Tena Vizner: Transparent communication on all the measures we are taking to keep patients safe

Nicole Valles: Preparing expectations prior to entering the facility
Maria Orsini: online hospital wide discussions, have the pastors ready to provide emotional assistance

Maria Fernandez: consistency in staff wearing PPE, staff being empowered to share that message in their social networks

Anne: unified voice

Alex Speredelozzi: Train staff to communicate safety to patients

Ruth Barker, Southlake: letting patients and families know that their actions can help keep everyone safe

Nicole Valles: Texting/emails/calls to inform them of what the current practices our so it isn't a surprise upon arrival to any facility

stephanie hillman: express gratitude when patients do show up and trust the institution to provide them safe care

CJ Merrill: We must demonstrate the same compassion to our care givers

Jessica Hoeksema: Community partnerships with media and health care systems to inform and update appropriately. Consistency.

Anne: explaining the :why: behind actions/protocols/expectations/standards

Maria Fernandez: Hosting more community forums. We’ve done great with town halls for staff, but have not done as much outreach with our community partners

Angie Meridionale - Tampa General Hospital: Live out our mission!!

Verna Compton: Transparency. Many patients no longer trust the media reports because there is so many variations depending on the source.

Linda Fahey: Need to reinforce a consistent message related to safety- cleanliness is one that patents focus on cleanliness; all leaders and staff need to be aligned in communication and practices

Tiffany Christensen: "We are all in this together" we must protect EVERYONE with our best knowledge about how this virus spread etc...
Angie Meridionale - Tampa General Hospital: Discharge doesn’t end once a patient leaves your doors. We have to continue to see ourselves as a one healthcare industry and be transparent as one!

stephanie hillman: partnerships with local/regional public health that promote the partnership among all healthcare orgs

Angie Meridionale - Tampa General Hospital: building and utilizing PFACs beyond in personal engaging virtual tools!

Greg Vasse: Nurses, not CEOs, need to be a greater part of the public face and messaging of the hospitals

Angie Meridionale - Tampa General Hospital: Love that Greg!!!

stephanie hillman: greg - you're right. I've done research before that demonstrates the trust in nurses

Angie Meridionale - Tampa General Hospital: What does our social media say about who we are as healthcare workers and how we carry our selves

stephanie hillman: need to communicate in a way that doesn't emphasize the desperation many hospitals feel because of their FFS model and the reliance on elective surgeries. We need patients to understand their own healthcare and that they shouldn't be avoiding getting help

marta: Key point.. C0-create!

Jason Wolf: Thank you all again for your thoughtful and passionate engagement here...honor to be with you!!!