



MILESTONES/ANNOUNCEMENTS

- March 13** Announced reformatting of PX2020 to a virtual event
- March 16** Published PXPf position paper – It's Time To Take Patient Experience Measurement And Reporting To A New Level
- March 23** Launched COVID-19 Resource Page
- April 15** Announced Ruth Ravich Recipient
- April 17** Released PX Pulse
- April 22** Announced Innovation Award Recipients
- April 27** Released 'We Will' Video
- April 29** Released PXJ Spring 2020 Issue  
PXJ Releases COVID-19 Special Issue 7.1
- April 30** Released HX2030 Foundational Actions
- May 11 & 12** Held Initial New Existence Steering Team Meetings
- June 3** Launch of Honoring Human Service site

Virtual Patient Experience Conference

Patient Experience Week



PODCASTS

- March 20** A Conversation with Sven Gierlinger, Senior Vice President, Chief Experience Officer, Northwell Health
- April 10** A Conversation with Shantanu Agrawal, MD, MPhil, President and CEO National Quality Forum
- April 27** All Hands on Deck - Healthcare Heroism During COVID-19
- May 11** A Conversation with Linda Knodel, Senior Vice President, Chief Nurse Executive, Kaiser Permanente
- June 1** When we stand together, we're smarter, stronger and more resilient than this virus will ever be.



TOPIC CALLS/WEBINARS

- March 26** Addressing Human Experience in the Face of COVID-19
- April 2** Elevating the Human Experience in the Face of COVID-19
- April 9** Caring for Ourselves in Times of Crisis
- April 14** Psychological First Aid: Managing Emotional Challenges in an Unprecedented Time
- April 16** What Matters Most to Patients and Families During the COVID-19 Pandemic?
- April 21** Maintaining the Human Experience in a Time of Virtual Connection in Healthcare
- April 23** Finding Stability & Connection in the Midst of COVID-19 Anxiety
- April 30** Future of Human Experience 2030: A Dynamic Framework for Healthcare



BLOGS

- March 17** Empathy in Times of Crisis
- March 27** Lessons from the Lived Experience: What Your Vented Patients Would Ask if they Could
- April 1** "We all get to choose how to fill our cup each day and the attitude we choose about today's crisis": Maintaining the care experience in the face of COVID-19
- April 13** The Essence of Human Experience in the Face of COVID-19
- April 30** Serenity Despite Chaos: Finding Peace with Anxiety and Grief  
Virtual Care Visits: Delivering Care that is Patient-Centered and Compassionate
- May 7** Uniting as Teammates: The only way to get through these extraordinary times together
- May 11** There will not be a "New Normal" but rather a New Existence for healthcare and human experience
- June 1** Keeping the Magic in Children's Hospitals in a Time of Isolation



COMMUNITY BRIEFINGS AND CONVERSATIONS

- March 20
- March 27
- April 3
- April 10
- April 17
- April 24
- May 1
- May 15
- May 29