Topic Call: Addressing human experience and your most crucial efforts in the face of COVID-19
March 26, 2020
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
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President & CEO
The Beryl Institute
• Be prepared to share what you are doing to address the topic. The value of the conversation is in the sharing of the ideas.

• Topic calls are not to be used for selling processes or solutions. Participants are asked to share what they have seen in practice in actual healthcare settings.

• All topic calls will be recorded and made available to members interested in listening to the replay.

• These active dialogues present a wealth of information for not only participants, but also all members of The Beryl Institute. For that contribution we thank all participants in advance.
Process Overview: Fish-Bowl

Active participants engaged in direct conversation

Observer participants invited to participate in the core questions via the chat function and insights will be pulled into the conversation as possible

All chats will be captured in summary notes.
The global community of practice committed to elevating the human experience in healthcare.

We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Our Macro Question

What are your most crucial efforts to ensure a focus on human experience is not lost during this health crisis?

What do we need to maintain and what do we need to change to ensure the best in human experience for all?
Understanding experience is defined as the sum of all interactions shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

Acknowledging experience (1) encompasses the critical elements of healthcare from quality, safety and service, to cost and population health issues that drive decisions, impact access and ensure equity and (2) reaches beyond the clinical encounter to all interactions one has with the healthcare system.

Recognizing that human experience reinforces the fundamental principle of partnership and is therefore inclusive of the experiences of those receiving and delivering care as well as all who support them.

Reinforcing that focused action on experience drives positive clinical outcomes, strong financial results, clear consumer loyalty, solid community reputation and broad staff and patient/family engagement.
Challenges

- Healthcare team overload
- Physical & emotional safety
- Human connection, e.g., visitation policies
As a professional committed to the human experience and patient experience in healthcare, **what challenges are you tackling** in the face of this current crisis?
Actions

Healthcare team support efforts

Virtual connections & visits

Increasing communication in ALL forms
What actions are you taking to address the current critical needs while working to ensure a sustained focus on the human experience at the heart of this crisis?
What *lessons have you learned* in facing this crisis and what key ideas do you believe could be of help to others?
Where will we be after this crisis in our efforts to elevate human experience…
what is your HOPE for the future?
COVID-19 Resource Page

Includes links to:
• Community briefings
• Webinars
• Podcasts
• Blogs
• Caring for yourself
• Supporting your community
and more...

https://www.theberylinstitute.org/COVID-19Resources
Upcoming COVID-19 Related Events

Friday, March 27, 11am ET
Weekly Community Briefing via Facebook Live

Thursday, April 2, 2pm ET
Webinar: Elevating the Human Experience in the Face of COVID-19

Panelists:
Harris Baden, MD, Medical Director of Experience, Seattle Children's Hospital
Rosie Bartel, Patient Advisor
Karen Grimley, Chief Nursing Executive, UCLA Health
Dwight McBee, Chief Experience Officer, Temple Health
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
Sustaining healthcare’s future

Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
THANK YOU, BE SAFE and STAY WELL!