

TOPIC CALL NOTES

March 26, 2020

Addressing human experience and your most crucial efforts in the face of COVID-19

Moderator: Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute

Question: 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?

Hilary: We are working through many community engagement opportunities to facilitate human connections between patients, families, and our team members!

Hilary: prepare your screening stations to welcome people with a smile and compassion in the midst of fear and the unknown. It is the face of your organization when teams and families approach your facilities.

Jodi: We created a free food pantry for staff where they can come and pick up a couple things that might be difficult to find in the stores

Philip Johnson: My fellow Chaplain and I are putting together a hospitality cart to take to our nursing units. It will include hot tea, cocoa, and homemade goodies. We'll use tongs for serving and keep our 6-foot distance. We're calling this our Corona Care Cart.

Sandy Rush: We created a Patient Experience During Pandemics Resource Guide that includes multiple topicks.

Jodi: We also developed a Family Resource Center for visitors to come in to make cards, take pictures, deliver belongings, and/or FaceTime with patients. It is staffed with an RN to assist with any medical questions that might come up.

Erin: Daily updates to staff through intentional rounding

Dawn Dille: For staff we have resources for financial assistance through our Employee Assistance Fund.

Dawn Crawford: We have partnered with multiple businesses/services to offer free or reduced-cost services to employees how are either COVID-19 + or who are quarantined for exposure.

Dawn Dille: Spiritual Care and social work also rounding with staff

Maia Hendrickson: Daily communication comes from our Command Center.

Lorena Rivera: Email mindful stress management tips and practical tips for staying grounded to my team

Leigh Demont: we are using ipads to connect families with patients while we have a no visitor policy implemented. We are also conducting experience rounds via phone using reallocated staff. We are looking at standing up a hotline when families can call to get an update on their loved ones

Colleen Feldhausen/UW Health: We partnered with local health systems and corporations to create a 24/7 child care center with appropriate social distancing for clinicians whom we anticipate being needed during a possible surge

Kerry: The service excellence team is calling patients to check on their well-being and combat social isolation/loneliness. Ensuring that families are able to keep in touch with their loved ones and get updates from care teams

Jen McClean: For employees - we have opened a grocery store where they can purchase food/hygiene staples at cost. First day 100 coworkers placed orders. Also take home meals at reduced cost that they can bring home to their families. This is in addition to our "red door pantry" which was already in place for coworkers in need.

Maia Hendrickson: Rounding is now focused on staff rather than patients.

Lauren Zaritsky: We have created a tranquility/mediation room for staff. There is a gratitude journal, worry jar, massage chair and a sectioned off area to sit quietly and meditate

Tae Abate: At Kaiser Permanente, we are ensuring that our team is involved in critical conversations as we change, and limit visitations and that proper hand hygiene is taking place. We are also analyzing situations and identifying where we need to make exceptions and are encouraging virtual connections.

Dominique Transue: Weekly virtual Schwartz Rounds, food distribution for employees, leader rounding to staff, daily covid-calls, using iPads for Facetime between staff and patients and patients and families, adding virtual medical appointments

Julie Ellis: We've established a hotline for the community as well as a daily bulletin for our hospital's staff and physicians posted on our website and intranet

Tonya Lord: We have created preparation guides for patients for telemedicine and how to access virtual resources. The focus is to provide them with instructions to make the process easier.

Jen McClean: For Px: huddle guides, scripting, frequent social media and digital outreach, moved ambulatory visits to video/phone

Kellie Wilson: Our system CEO & local CEO are sending regular updates to staff including wellness ideas. They are also encouraging staff to focus on wellness and take care of themselves.

Hilary: Daily update to teams included "Today's Triumph" to encourage the positive wins for the day. Also sharing the # of recovered COVID patients, etc to maintain a perspective.

Sarah Gilstrap: I came across this article I thought was particularly meaningful for mental health and well being of our communities: <https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief>

Thomas Herrera: Our organization is coordinating a "Care for the Caregiver Response Team" to provide social-emotional response team for the challenges that will be coming up for our organization.

leigh.demont@umm.edu: we created a "Zen Den" for staff to go

Maia Hendrickson: We're sharing positive patient survey comments for encouragement.

Janiece Gray: For Leader Rounding - keeping it simple - Reinforce Leader Rounding with 3 main points:- What's working well?- What do you need?- Thank you

Susan Osborne: We are using gratitude boards on nursing units and at huddles

Lulu: we converted 2 of our family waiting rooms into respite areas for staff. with light music, diffusers and we are hosting care for caregiver tea time for soul that our sw and chaplains are facilitating

Marie Perillo: zoom education and training for updates to our field staff

Hilary: our CEO made a video for our teams encouraging them and she teared up really feeling the reality of this situation. Her humanity empowered our teams to also feel real emotions too.

Jen McClean: Daily huddles for leaders and cascade to daily huddles w/ each team and shift to share critical information, recognize/celebrate efforts, and collect input as well as to minister to one another

Deb Petrucelli: Created poem of inspiration and gratitude to share with all healthcare workers in our network

Linda Biondini: Checking in with caregivers on rounds: how are you doing? are you sleeping OK? Thanking them for their hard work.

Mendy Goonan: Our Behavioral Health team formed an Employee Emotional Support call line. There is a focus on self-care and well-being tips, and we are close to creating a mobile coach to push these tips out by text message for those that want it, understanding that all staff may not be spending the time on their PC's to access this helpful information.

Jim Ryan: Here is a link to how to manage Corona Virus Anxiety we developed for our staff - https://drive.google.com/file/d/18GwE-ePWp_-gjEIZZtMzoWCsXK1BAGul/view?usp=sharing

Darla Cohen: Article referenced "That discomfort you're feeling..." is excellent.

Janiece Gray: I agree Jason - It's also great if leaders can jot a note of thanks and leave it at the nurses' station/staff mailbox or pop it into the online portal for a staff member that they rounded on. This reinforces the gratitude and connection.

Thomas Herrera: Daily safety huddles have been instrumental in our organization's ability to communicate internally.

Erica Rubinstein: We have developed various supports for staff that focus on their wellness and also we have made sure to take time during town halls and huddles to acknowledge and celebrate staff who are doing great and heroic things each day.

Lori Allen: Our CEO communicates a daily update and includes a shoutout to "Superstar" stories

Janiece Gray: In addition to the regular means and vehicles of communication, this is also the time for arts and crafts! The Marketing and Communications teams of most organizations are already zapped with a plethora of internal and external formal communications. So, get creative and share the heartfelt and even homemade messages thanking staff. This means banners/posters in the break room or on the staff bathroom towel dispensers that staff can see. Give staff a place (maybe not in the bathroom) to respond about what they're thankful for – a message on the white board by their locker, anywhere that other staff can also see it.

Sandy Rush: leader rounding via phone calls to reduce people on units

Susan Osborne: today we had two positives.. A sign posted in front of the employee parking lot thanking all the staff. We had a nurse leader that was in the grocery store and when she got to the check out the clerk announced we have a nurse on the front line and gave her a clapping ovation. She was so moved by the staff and customers we are sharing these with staff.

Kimberly N: We have created a COVID-19 page on our Intranet with daily updates and resources linked for staff. The Daily Safety Huddle is helpful, and we had our first virtual town hall yesterday with all employees that could join

Kelvin Centeno: daily huddles and leader visibility

Linda Biondini: "Life saver", "Mint", "Good egg" candy

Sandy Rush: Daily Safety Patient Experience Debriefs via Webex

Debbie Oliphant: We have had a sidewalk chalk bandit that has been putting words of encouragement on the sidewalks coming in and out of the building for staff to see.

Jen McClean: Created a facebook group that promotes childcare options for area healthcare coworkers, connects sitters to families needing services and encouragement to working parents.

Sarah Gilstrap: If you aren't familiar with Jeanne Bliss, everything she writes is wonderful. She started a "Daily Dose of Optimism - Highlighting Grand Acts of Humanity":
<https://www.customerbliss.com/introducing-the-optimism-report-highlighting-grand-acts-of-humanity/>

Marie Perillo: we have a COVID 19 site on our intranet with recorded updates and presentations, we also have our "situational policies" placed there as well. new policies re: mask reuse, and electronic consent for HH and Hospice

Adam: We have all our COVID 19 info here:
<https://www.hopkinsmedicine.org/coronavirus/index.html#patient-visitor-alerts>

Janiece Gray: Love the sidewalk chalk bandit! Others are placing leaders at the main entrances and exits where staff are coming in and leaving each shift. The purpose of those leaders is to thank people as they go home and thank those who are coming in.

Sandy Rush: we have a COVID 19 site on our intranet with recorded updates and presentations, we also have our "situational policies" placed there as well. new policies re: mask reuse, and electronic consent for HH and Hospice and Patient Experience will be part of that by end of week

Angie Meridionale: We have a COVID site, daily leadership huddle, our Board sent a video thank you - was so awesome, leadership communication in many formats, moved employee parking so shuttles are being used

Hilary: In a Children's Hospital we are not struggling with volumes of COVID we have the opposite- no work. We have created a labor pool schedule (broad for hourly employees) to help team members find hours where we have needs in an equitable way.

Marie Perillo: We are also able to donate our PTO for others who may need it and ran out if they are sick or caring for a sick family member. We have a "WE CARE" link for people who

can volunteer to shop for the elderly or babysit for nurses who are on the front line and lost day care.

Jen McClean: Like many others we have a COVID site on our intranet with all policies, huddle notes, tools, information, etc. related to response as a resource for both leaders and front of house care team members

Rachel Norrick: I actually experienced (as a patient) a telemedicine visit, and I was very impressed!

Julie Ruschhaupt: How are PX professionals within your areas being "reconfigured" or used differently right now?

Janiece Gray: I love seeing all of the focus on positivity and the impact to morale. It's these practices that mean so much in times like these - in fact they mean more now than in good times. Here's a blog I shared this week on the topic:

<https://www.dtaassociates.com/attitudeofgrattitudewhenitreallycounts/>

Arnold Tovar VHA: We are trying to ensure providers and nurses have ample time off to limit exposure and recharge

Jen McClean: Our Px professionals are manning incident command, coordinating the visitor screening efforts, configuring and creating workflows to transition traditional visits to telehealth, rounding with coworkers and patients, delivering trays and providing an 'all hands' support wherever needed with frontline teams

Colleen Feldhausen/UW Health: Some of our PX professionals have been redeployed to do process mapping and write standard work for our new testing site. We expect more requests like this

Kellie Wilson: Julie, our team was screening patients at the entrance to the ED. Just got pulled back from that, but are looking for opportunities to support the employees.

Hilary: Create PX plans for your command centers