

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: Where will we be after this crisis in our efforts to elevate human experience...what is your HOPE for the future?

Linda Biondini: Prepare for PTSD, CISD, LOA, loss, grieving

Christina Beyer MD CPXP: i hope to personally keep my inner light shining for all my fellow staff at every level and all my patients/families to be strong enough to support those around me.

Jen McClean: Consumer expectations will change permanently, enabling removal of past barriers to transformation such as telemedicine

Susan Osborne: We will have less people dying and staff will know how much they are appreciated for their wor

Tonya Lord: Creativity in delivery of care – patients who have barriers like transportation issues. My hope is to broaden awareness and increase access to care.

Sydney Peters: Everyone has more gratitude for human connection, touch, conversation

Sandy Rush: Physicians have a huge role in patient experience and during this crisis the focus has greatly shifted to the overall human experience and my hope is that it doesn't revert back to the way it was before which was more confined or at times not as understanding.

Toni Hightower: Re-connect, we have been socially distant for a long time due to smart phones etc.. let's come back and re-connect on a real level!

Debbie Bonin: We treat every patient with dignity, respect and compassion in every interaction

Lisa Pierce: I believe we will remain more connected and utilize the technology that has become so prevalent even further.

Ann Dunham: Keeping people thinking positively

Ellie Hubbard: More compassion for healthcare workers and first responders.

Allison Chrestensen: I hope and believe that there will be more shared empathy for the experiences of patients, families & healthcare staff.

Lori Allen: I hope that the outpouring of compassion towards one another continues to spread beyond this crisis.

Lulu: a heightened intention to always be there for one another

Jen McClean: Care teams forced to focus on capacity and throughput in a crisis situation create solutions that will help in peace time as well

Linda Biondini: Hand Hygiene practices continue

Jen Faultner: Telemedicine will be widely possible permanently

Leon RANSOME: We are in for a new norm, so let's get ahead of that curve and become the beacon for connecting.

Kathy Calvert: We know what's truly important in life and demonstrate consistently

Christina Beyer MD CPXP: i hope PX is not lost in the tragic elements of this pandemic. gotta keep it alive.

Ellie Hubbard: Better video access for patients.

Julie Ellis: My hope is continued compassion. Patience.

ClaireS: that we continue to break down the silos that exist that have been barriers to providing safe and quality health care. So many things we thought were barriers, have been shown to really not be.

Angie Meridionale: I think we will see a few things: many might decide this is their passion and join the fight - like a flood into medical and nursing schools. Others many step down exhausted. We need to invest into healthcare a new way.; empathy for staff will need to be a greater focus. Partnership with suppliers, reconnect with one another

Richard Satterwhite: Understanding how important connecting with each other.

Anne Brown: that we are more grateful for what we have; we have more grace with our teams; we reconnect in more meaningful ways

Lina 2: That staff felt/feel heard and supported

Erin: Concern for how organizations who have cancelled surgeries and how they'll adapt to the need to get these back on the books

Janiece Gray: The practices of gratitude continue and that telemedicine is a more established service across our healthcare continuum

Jen McClean: Healthcare providers are appreciated by the public again!

Toni Hightower: Connect with every one- WE ARE ALL the human experience! :-)

Debbie Bonin: More consistent infection prevention - hand hygiene!

Rachel Norrick: I hope people have an empathetic attitude with each human interaction. Someone is always going through something difficult in life.

Dawn Dille: I hope we see innovations... they necessity is the mother of all creation. I hope that we will truly see the gaps and create innovative solutions that will better service our patients, families, and staff.

Kimberly N: We continue to show our strength across all disciplines seeing each other for the first time with a different lens and how we were all compassionate with one another. Gratitude. Empathy.

Tracy Martinez: my hope is that people are able to be more grateful, have more empathy, more appreciative towards our families, health care facilities and essential businesses.

Sarah Gilstrap: I would love to see new ways to support our caregivers, staff, providers, nurses - how can we ramp up our efforts to support them at the same level we do our patients?

Christina Beyer MD CPXP: hey Jen McClean: amen to hcw being appreciated by the public again!

Dawn Farina: We will have learned to think outside of the box, utilizing technology in new innovative ways, be grateful for human, face to face communication and touch...

Angie Meridionale: I think a greater understanding of human connection and respect for the healthcare professionals will come out of this

Kelsey Lindstrom: My hope is that the community will continue to find ways to support one another across industries

Barbara Thiem: I hope that society becomes more involved with the human connection and not the isolation of their personal technology and their own personal needs but reach out to those around you. Never take anything or anyone for granted

Jen McClean: Loosening of regulatory restrictions that stimulates innovation and collaboration

Sydney Peters: Totally agree with Tanya - innovation and creativity is moving at such a fast pace during this time, and it's truly inspirational!

Yosuke: Clearer positioning of Patient Experience, not as luxury but as a core of health care

Grace I.: I hope that the reality of the place of the Human Experience is understood and appreciated across board. Empathy/Compassion as the foundation.

Ann Dunham: I am hopeful we see more acceptance of telemedicine now

Liz Glass: hope that after time >6 months or longer we don't forget the compassion and empathy components we are following now...returning to the "old way" of doing business with healthcare

Lauren Leach: I hope that when we emerge from this situation, we have a fortified bond with our teams and feeling of engagement with our organization. I believe people will remember the leadership shown during a sustained crisis and I am very proud of our leadership team.

Toni Hightower: Own the Moment- everywhere and with everyone we encounter. Kindness 24/7

Sarah Gilstrap: I love how we are seeing communities come together to support a greater cause - how can we continue to support one another for the greater good?

Angie Meridionale: I hope we learn to appreciate a balance of work life balance as well. social distancing as world might be teaching us this!

Jen McClean: Caregivers reconnecting to their call to serve, responsibility to protect and ability to thrive in the face of adversity. Resiliency!

Arnold Tovar VHA: My hope is that each state institutes a standard of Hazard pay for healthcare workers.

Sue Rice: Let's keep these resources readily available so we can quickly adapt to another situation like this!

Julie Ellis: More consideration of those in our communities who already live DAILY with the new challenges presented by this isolation (transportation, access to food, etc.)

Ellen Harry: Wellness and more support for our staff, recognition of our staff, more collaboration with patients and families, elevate kindness and connections

T H E B E R Y L
I N S T I T U T E

Leon RANSOME: We've peeled back the lid on compartmentalizing how we treat one another. Let's keep it that way:-)

Richard Satterwhite: Wellness is not a partisan issue! I hope this crisis heals this nation.

Linda Biondini: We are ONE world.

Ricardo Davis: Hope that the collaboration, caring, creativity, and outreach will be a constant norm and not something that only presents itself in times of need/crisis

Sarah Gilstrap: Kitty O'Meara's prose poem "And the people stayed home": And the people stayed home. And read books, and listened, and rested, and exercised, and made art, and played games, and learned new ways of being, and were still. And listened more deeply. Some meditated, some prayed, some danced. Some met their shadows. And the people began to think differently. And the people healed. And, in the absence of people living in ignorant, dangerous, mindless, and heartless ways, the earth began to heal. And when the danger passed, and the people joined together again, they grieved their losses, and made new choices, and dreamed new images, and created new ways to live and heal the earth fully, as they had been healed.