What Matters Most to Patients and Families During the COVID-19 Pandemic?

Moderator: Tiffany Christensen, CPXP, Vice President, Experience Integration, The Beryl Institute
Panelists: Dr. Grace Cordovano, Patient Advocate/Healthcare Navigating Solutionist | Erin Moore, CF Mom and co-design advocate | MaryAnne Sterling, CEA, Advocate and Family Caregiver | Melissa Thomason, Patient Advocate & Advisor
April 16, 2020
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
Our Moderator

Tiffany Christensen, CPXP
Vice President, Experience Integration
The Beryl Institute
@sickgirlspeaks
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April 16, 2020
We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.

The global community of practice committed to elevating the human experience in healthcare.
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Framing

Today we find ourselves in a once in a lifetime health crisis that calls on us to elevate our humanity in ways we could have only imagined.

This will push our traditional conversations on the human experience in healthcare to new places, all the while calling us to reinforce our commitment to the delicate balancing act of caring for those we serve AND those who are charging into this crisis to care for or support those caring for those in the greatest need.

What can and should we be doing to care for our communities, each other and ourselves?
Panelist engaged in direct conversation

Participants invited to engage in the conversation via the chat function. Insights and questions will be pulled into the conversation as possible

All chats will be captured in summary notes.
Our Panel

Melissa Thomason
Patient Advocate & Advisor
@MT_THOMASON

Erin Moore
CF advocate & caregiver
@ekeeleymoore

Tiffany Christensen
CPXP
VP, Experience Integration
The Beryl Institute

MaryAnne Sterling
Advocate & Family Caregiver
@SterlingHIT

Deanna Frings
MS, Ed, CPXP
VP, Learning & Professional Development
The Beryl Institute

Grace Cordovano
Healthcare Navigating Solutionist
@GraceCordovano
Can you share what you are seeing as the biggest impact COVID-19 is having on your patient/family experience right now?
Our Panel

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CF advocate & caregiver

MaryAnne Sterling
Advocate & Family Caregiver

Grace Cordovano
Healthcare Navigating Solutionist

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Deanna Frings
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Pause for questions from the chat!
Given the challenges you are facing, how are you able to take care of your own emotional and mental health during the COVID-19 crisis?
Pause for questions from the chat!

Our Panel

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Erin Moore
CF advocate & caregiver

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Deanna Frings
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The frontlines are facing great stress and trauma right now.

How can patients and families support those who have always supported us?
Moment of Gratitude

#PXGratitude
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
THANK YOU, BE SAFE and STAY WELL!
Thank you for participating!

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