

WEBINAR CHAT NOTES

April 16, 2020

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

The frontlines are facing great stress and trauma right now. How can patients and families support those who have always supported us?

Terry Harrington: I have friends and colleagues that are making cloth masks and giving out little gifts. I feel like this is more of an education approach.

Kathy Deevers: our community has been making masks for our staff.... a great blessing!

Nicole Kirchhoffer: Working in hospital, round on patients in-person.

Rory Ditzler, Mercy Iowa City: Local restaurants have been supplying our front line with meals

Mary Kay Fallon: We can make donations to local restaurants who will then take the food to the hospitals for caregivers.

Terry Harrington: I've been in the hospital helping with our N95 mask sanitation team mostly at one of our hospitals. Other half of day is from home.

Frances Jones- Alaska Native Medical Center: A Lot of Mask Making Groups have popped up on Facebook to help the local healthcare community. They can request masks from the groups. they have made hundreds of masks to donate to healthcare providers and first responders and nursing homes, home health aides, etc.

Kathy Deevers: Amanda, do you have a script you use when calling the patient rooms?

J Reyes: In my parent's community, every night at 7pm they all come out to their balconies and stick their heads out the window just to clap and thank all the frontline workers.

Brittany Hendrickson: We had a shift come out last week to notes from patients that had been put on their cars (maybe not to safest with COVID) but inspirational for our staff

AMANDA R CLOUD: Kathy we have been using pages found on the Beryl discussion board

Jennifer Symon: heightened need for Leader Rounding getting our leaders to create space for our frontline to grieve and help walk them through this.

Lorena: THANK YOU to the frontline community!!! At 7PM my husband reminds me to go outside and clap-- they deserve much more!!!

Linda Biondini: It would be great if all the cleaning programs in place in all stores are kept in place as regular practices.

Wendy Bonilla: Our community has been donating mask/n95/lunch. I feel very blessed

Jennifer Symon: Also connecting with frontliners families as these are the people our frontline staff are going to for mental health

Linda Biondini: We need a national database and software should talk to each other (EHR). This is paramount in getting good data.

Sarah Gilstrap: I love this theme that asking patients, asking family members and asking staff for ideas - our people have the answers!

Guest 3: Our ICU director's kids started making get well cards. We have a physician whose children got into the act. The Nutritional Services team is going to pick this up and select a card and share with the patient when they round. They Tray line is going to start signing these cards. We got our interpreter service in the game and have cards for Spanish speaking patients and will add to it. Everyone who has seen or gotten involved feels good.

Jennifer Symon: YES our frontline has changed

David Garrett: Our Lieutenant Governor has challenged everyone in the entire state to go outside at 6 pm each night and ring bells! Also, he has asked all churches to ring their bells each night at 6 pm. It's been great - brings people together (even from a distance) and reminds us that we are not alone.

Lauri E Santiago: the end of this pandemic is a social compromise that includes all of us

Linda Biondini: We need to prepare for PTSD; frontline caregivers are very stressed. When rounding I see the pain in their faces.

MaryAnne Sterling: Yes! Grace says it well... families are the front lines, too!

Pamela Mertz: patient partnership is key

Brittany Hendrickson: Linda you are right we need to prepare a strategy to serve our staff when this is all over

Melissa Thomason: Absolutely, Linda! PTSD is no joke. It has taken me years and years to overcome the trauma I've experienced, and I know that doctors and nurses in the thick of this crisis will be hard pressed to put it behind them in coming months and years.

Kellie Wilson: Melissa, thank you so much for your rawness. I have a friend who was scheduled for a living donor liver transplant and it was rescheduled due to the COVID pandemic. I'm so worried that he won't make it to the other side. I appreciate your insights.

Lillian Wright 2: we are sharing positive comments from patients & families as part of our CMO's daily messages to staff. We have so many offers from families and organizations in the area who want to bring treats/food to the staff to thank them for their service.

Nilsa Gonzalez: Hello all, I am not on the frontline but all my respects to all the heroes in all parts of the world. My team is making huge efforts to support Transitions of Care for patients from and to diverse services. Big hug from Puerto Rico and my Concurrent Review Nurses who are engaged in supporting our members!