Elevating the Human Experience in the Face of COVID-19

Moderator: Jason A. Wolf, PhD, CPXP, President & CEO, The Beryl Institute
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 University Hospital
April 2, 2020
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- The Beryl Institute
Our Moderator

Jason A. Wolf, PhD, CPXP
President & CEO
The Beryl Institute
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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
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, our patients and families and our care teams at this time?
Our Panel

Harris Baden
MD
Medical Director of Experience
Seattle Children's Hospital

Rosie Bartel
Patient Advisor

Karen Grimley
PhD, MBA, RN, FACHE, NEA-BC
Chief Nursing Executive
UCLA Health

Dwight McBee
BSN, RN, CPXP
Chief Experience Officer
Temple University Hospital

Jason A. Wolf
PhD, CPXP
President & CEO
The Beryl Institute
Panelist engaged in direct conversation

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

All chats will be captured in summary notes.
Can you tell us a bit about your current setting and how you personally are and (as appropriate) your teams are doing at this time?
What are you seeing as the biggest challenges you are currently facing in addressing this crisis?
What have been your **biggest wins** in tackling this crisis?
What practices and processes have you put in place to ensure a focus on human experience at such a critical time?
What are your biggest lessons learned and what advice do you have for others?
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE.
THANK YOU, BE SAFE and STAY WELL!
Thank you for participating