

## 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



Elevating the Human Experience in Healthcare

## Defining Patient Experience

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

## Our Moderator



**Jason A. Wolf, PhD, CPXP**

President & CEO

The Beryl Institute

 @jasonawolf | @berylinstitute



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in the Face of COVID-19  
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## Defining Patient Experience

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- The Beryl Institute

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*



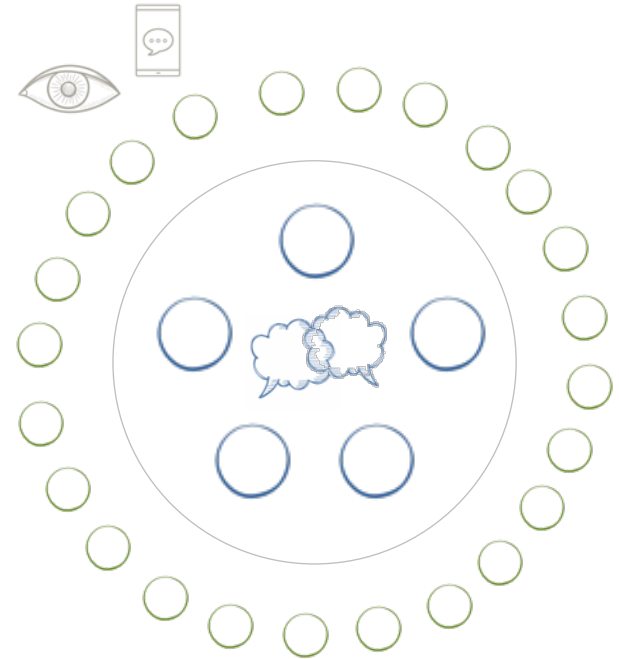
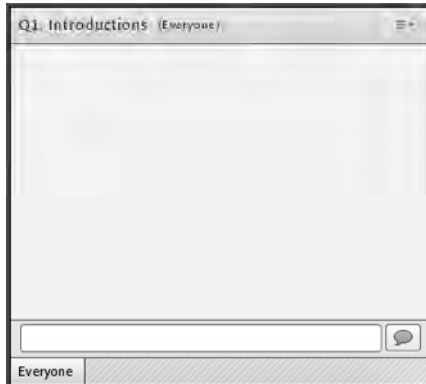
**Jason A. Wolf**  
PhD, CPXP  
President & CEO  
*The Beryl Institute*

# Fish-Bowl Conversation

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.





Harris Baden



Rosie Bartel



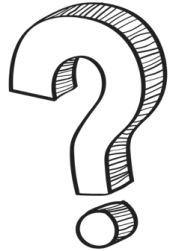
Karen Grimley



Dwight McBee



Jason A. Wolf



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?



Harris Baden



Rosie Bartel



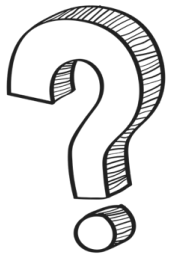
Karen Grimley



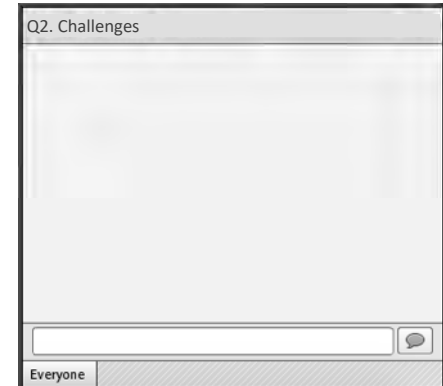
Dwight McBee



Jason A. Wolf



What are you seeing as the **biggest challenges** you are currently facing in addressing this crisis?





Harris Baden



Rosie Bartel



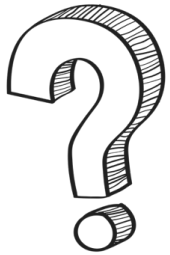
Karen Grimley



Dwight McBee



Jason A. Wolf



What have been your **biggest wins** in tackling this crisis?





Harris Baden



Rosie Bartel



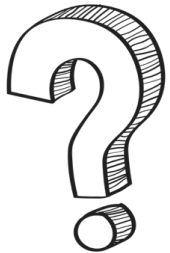
Karen Grimley



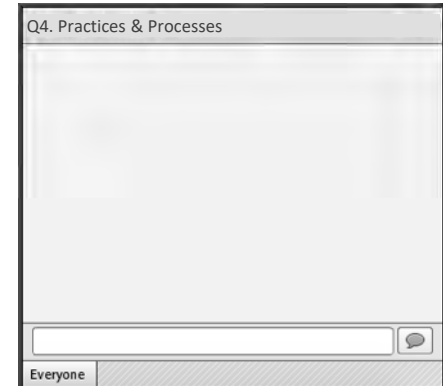
Dwight McBee



Jason A. Wolf



What **practices and processes** have you put in place to ensure a focus on human experience at such a critical time?





Harris Baden



Rosie Bartel



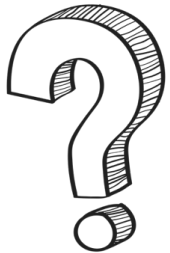
Karen Grimley



Dwight McBee



Jason A. Wolf



What are your **biggest lessons learned** and what **advice** to you have for others?



*sustaining healthcare's future*



Changing healthcare by ensuring an  
unwavering commitment to the  
**HUMAN EXPERIENCE**





THANK YOU, BE SAFE and STAY WELL!

Thank you for participating