

**WEBINAR CHAT NOTES**

April 2, 2020

***Elevating the Human Experience in the Face of COVID-19***

Moderator

Jason A. Wolf, Ph.D., 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

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

Gretchen: Faith over Fear

Cynthia Lefeber: Persist!

Jessica Hoeksema: We are in this together!

Irada Jerusa Campos: I love faith over Fear!!!!

Dan Spofford: Sharing positive patient experiences

Rocio Santos: Remain positive!

Gretchen: Irada - I made t-shirt and am wearing it tomorrow ...

Tracy Martinez: have a positive mindset that we will overcome this.

Judy Lewis: Stand together, just 6 feet apart!

Lyudmyla S Feoktistova: Always think positive and be compassionate!

Lisa Hawthornthwaite: Better Together

Gary Crull VHA: Compassion is the key in these times

Rosy Gentes: Share the positive as much as possible.

Irada Jerusa Campos: Gretchen! I love the t-shirt idea too!!! thank you for sharing!

Fiorymar Raya: we need to be positive and we need to have faith

Janice Lee Juvrud: Perhaps a moment of silence for those who have passed.

Lina Allen: Let your positivity be more contagious than COVID

Denise Venditti: everyone is working together more than ever before

Bryanna Gallaway: Borrowed sentiment.... we are in "a paradise built in hell" - Author Rebecca Solnit describes how disasters often allow people to be their best selves - to act with generosity, selflessness, community, courage, and purpose...

Irma Dadic: transparent and ongoing communication

Sydney Peters: Work cross-functionally to innovate, collaborate, and save lives!

Jason B. Ruda, MS, CPXP: WE SHOULD HAVE BEEN THIS WAY THE WHOLE TIME - healthCARE IS IN OUR NATURE - IT'S TIME TO STOP BEING COMPLACENT - PATIENT EXPERIENCE IS THE ONLY EXPERIENCE

Ruth Hatchuel: we need to be positive and supportive of each other bot from a distance and virtually. We are all in this together - strength in numbers and positivity.

SUSAN LEE-SHAREEF: We're in this together and will survive it!

Grace Itiowe: Little things count; Sincerely asking people "How are you doing?", Asking about those they care about, using compassionate words, keeping it positive but real. Basically, minimizing social isolation despite physical distancing even among those who are not physically distant.

Jason B. Ruda, MS, CPXP: WE ARE THE HUMAN EXPERIENCE

Dwight McBee: between stimulus and response is a space - in that space lies growth and freedom - Viktor Frankl

Eva Ramirez Huertas: Out of a mountain of despair a stone of hope

Anita Mistry: Arnold Toynbee said that those living in an age of crisis must become pioneers of a better age, striving to find positive solutions and thereby turn the age into one of achievement.

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

Ruth Hatchuel: thank you for your insights and for sharing your experiences and thoughts. Healthcare is everchanging and this will leave us with one big new change moving forward.

WANDALIZ BELTRAN TORRES 2: THE GREATEST LESSON LEARNED IS KEEP CALM, BE PRUDENT AND SUPPORTIVE OF OTHERS.

Greg C: Wash your hands frequently for 20 seconds or more