

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 practices and processes have you put in place to ensure a focus on human experience at such a critical time? What have been your biggest wins in tackling this crisis?

Jill Golde: We are offering virtual provider support groups.

Robin Goldberg: I started a Cards of Cheer project - people take photos of their drawings, poems, words of inspiration, and email them to me. I print them out daily and give out to all patients.

Gary Crull VHA: We posted giant posters around the hospital and entrances that allows employees or others to write encouraging words on them

Teresa Prouty-Dayton Childrens: We are going to offer small size virtual support groups with will include remote, furloughed, volunteers and parent partners

Danie Turpin: Rocio, we are setting up ongoing 'office hours' via Webex and will be organizing them based by role; bedside clinicians, leaders, clinic personnel, patient experience focused, etc

Frances Jones: Here is the mask information we posted for donations (I will look for the link)
Want to use your time at home to help protect patients in the hospital? Put your crafting skills to work to combat COVID-19 infection among our hospital community. There are a few ways the community can help to address COVID-19. First, stay home and practice social distancing. If you are not experiencing any symptoms, give blood if possible. Consider making masks for patients. At this time ANMC has a sufficient supply of surgical masks and other PPE for our clinical staff. But, the supplies nationally are extremely low and our ability to renew our supplies is limited. Every mask is important to the life of our people. For those who wish to make masks, the following criteria must be followed:•Recommended materials include a single layer of tightly-woven material, such as a dish/tea towel or bed sheets/antimicrobial pillowcases (sample template)•The materials used must be able to be washed/dried on high heat • Please wash

amy walker: daily email updates to stay connected and informed; sharing stories of caring across our system (of employees); to go meals for employees to take home to families

Gary Crull VHA: Set up a meditation and tea room we limit number of people but it gets used

Teresa Prouty-Dayton Childrens: We are also doing a take what you need boards with uplifting notes and doing a treat cart with uplifting notes and a personal connection following appropriate infection prevention recommendations

cherie lytle: Our physician-in-chief records and posts a video to the enterprise every evening. He highlights the day's events, changes, and always emphasizes appreciation for everyone. He acknowledges various feelings and strives to provide reassurance.

Frances Jones: Here is the link to the YouTube Video we posted on making masks:

<https://www.youtube.com/watch?v=GQPo0NfO5co&feature=youtu.be>

amy walker: we also have a thank you page for employees to post notes to each other; we've asked our community to share notes/cards with our patients and employees

Jason B. Ruda, MS, CPXP: WE ARE DOING MEMBER OUTREACH TO WAIVE PRE-AITH AND PRE-CERT REQUIREMENTS, WE ARE WAIVING TELEHEALTH FEES FOR COVID SYMPTOMS, AND WE ARE DONATING \$2.35m TO DONATE 500,000 M95 MASK RESPIATORS AND 81,000 FACE SHIELDS TO NJ GOVERNOR'S COORDINATED RESPONSE EFFORTS

Sydney Peters: In addition to providing patients with handouts during their treatments (dialysis), we've been creating short 1-2 min videos to share updates on COVID-19 and policies related to COVID-19. We are posting these on our website, on social media, and are sharing on clinic iPads: <https://www.davita.com/covid-19-information>

Damara Gutnick: Ask staff and patients about What Matters to them.

Jill Golde: Some of our physician coaches are leading these virtual support groups in their own organizations so we are planning to have them lead these group in our client organizations first. It might end up being public but for now it is for our clients' providers.

Teresa Prouty-Dayton Childrens: Next week we will begin doing a pay it forward where you have the opportunity to buy a staff member a cup of coffee or a pastry anonymously

Jason B. Ruda, MS, CPXP: WWW.HORIZONHEALTHNEWS.COM/HORIZON-COMMITS-25-MILLION-FOR-SHIELDS-FOOD-AND-SOCIAL-SERVICES-TO-PROTECT-OUR-COMMUNITIES-AND-OUR-HEALTH-PROFESSIONALS/

Gretchen: Main point of contact for each donation area

SARA KAPINOS: We utilize music therapy for patients.

Dwight McBee: company called H G E created it for us.

Frances Jones: We have also offered housing to staff that are caring directly for COVID-19 patients, so they do not have to go home and endanger their immediate family (e.g. elderly living with them). Specific staff can apply/request this offer.

Sarah Gilstrap: Incredible commitment to PFCC! iPads for all patients, virtual rounds, incredible effort.

Dwight McBee: our employees are our patients now.

Sarah Gilstrap: Dwight - what are some strategies you've used to gather feedback from staff to identify their needs?

Dwight McBee: We have to leverage frontline leaders. They are closest to the action. We also created a COVID hotline for all questions and answers for staff

Amanda Baggett: our organization has an email address that staff can email their concerns and someone from HR is responding to them

Terry Harrington: For our colleagues, we've been promoting Physician-for-Physician, a COVID hotline, and similar support systems. Not sure we've started an email but that is a great idea!

Sarah Gilstrap: Love that Karen, best ideas coming from the frontline, innovators, creative ideas through partnership