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

- The Beryl Institute
Our Moderator

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Maintaining the Human Experience in a Time of Virtual Connection in Healthcare

April 21, 2020
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- 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
For each of the following please indicate whether you would prefer a video conference call, prefer to visit the provider in person, or have no preference:

<table>
<thead>
<tr>
<th>Service</th>
<th>+2</th>
<th>+1</th>
<th>even</th>
<th>+2</th>
<th>even</th>
<th>-2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss symptoms when you are feeling sick</td>
<td>36%</td>
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<tr>
<td>Have a follow-up discussion after outpatient surgery</td>
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<td>Talk to a counselor about your mental health</td>
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<tr>
<td>Have a follow-up discussion after a hospital stay</td>
<td>35%</td>
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<tr>
<td>Discuss results of medical/lab tests</td>
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<td>Receive results of a medical test</td>
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</tbody>
</table>

- Prefer a video conference call
- Prefer to visit the provider in person
- Don’t have a preference
At a time when physical distancing is critical, yet care remains vital, the recognition of the value of and opportunities found in virtual connections in healthcare has never been greater. Virtual connections are taking place most directly via increased use of telehealth, but we are also seeing virtual connection now for visits with patients and their families, rounding on patients and even at end of life.

Yet in managing the volume of care and more so the distance that virtual connection allows us to cover, we must also acknowledge the space it creates between people as well.

What do and will we need to do to maintain the human experience in a time of virtual connection in healthcare?
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.
How are you using virtual connection during this crisis?

e.g. telehealth, virtual visits with pts/family, virtual rounding, end-of-life, other?
What challenges have you experienced in addressing the human experience in this way and what have you done to address/overcome this?
How will this experience change how you use virtual connection as we move through this crisis?
What is the most critical lesson you have learned in ensuring a positive human experience in using virtual connection?
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
THANK YOU, BE SAFE and STAY WELL!

https://www.theberylinstitute.org/COVID-19Resources
Thank you for participating