

**WEBINAR CHAT NOTES**

April 21, 2020

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

Moderator

Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute

Panelists

Jennifer Carron, MSOM, CPXP, Executive Director, Patient Experience, Barnes Jewish Hospital

Sven Gierlinger, Chief Experience Officer, Northwell Health

Pam Guler, MHA, FACHE, CPXP, Vice President, Chief Experience Officer, AdventHealth

Benjamin Houge, PX Training, Education, and Coaching (TEC) Advisor, Mayo Clinic

Dr. Julie Kennedy Oehlert, DNP RN, Chief Experience Officer, Vidant Health

Lisa Konzen BSN, MA, RN, CCRN-E, Director, ICU Telemedicine, Barnes Jewish Hospital

Chris Palmer, Assistant Professor of Anesthesiology and Emergency Medicine, Co-Medical

Director, ICU Telemedicine, Washington University School of Medicine

Alpa Vyas, Vice President, Patient Experience, Stanford Health Care

**Question: What is the most critical lesson you have learned in ensuring a positive human experience in using virtual connection?**

Jennifer Owen: Patience as we all learn a new platform.

Ashley: Actively listen to patients and take your time

Pam Bell: Be willing to try it! It is not so complicated after all!

Linda Biondini: Be patient, communicate widely.

David ga: Learning how to get even more creative and remembering to see everything from the patient/family perspective.

Kathy: Just being present!

Mendy Goonan: Be innovative and flexible.

Elissa: So true! You do not need to be in person -- we are a crisis call center and all our work is by telephone.

April Slowenski: Utilize all your resources

Liz Poret-Christ: That how you say something means even more than what you say. The stress of capturing empathy is real.

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

Jennifer Owen: I love the quote Pam. We are working on those moments too, it's what people remember

Radine Jones: just the ability to touch into your compassion and translating that to an innovative and even more compassionate approach

Pamela Mertz: Cystic Fibrosis Foundation has a newer communication tool for care teams, it is called Partnership Enhancement Program and trains in empathy. PEP@cff.org for more info

Pamela Mertz: human touch cannot be replaced - so true

Coco: listen and be present

Stephanie Hillman: Thank goodness for the frontline who can provide the human touch when family can't be there. Such a gift.

Pamela Mertz: yes, priceless gift to patients and families..front line nurses

Jennifer Owen: knowing that family isn't alone at EOL is super important for families to know

Kathy: Agreed! Human interaction is essential!

Jason Wolf: Love these lessons...will be so powerful we identify and share these to sustain experience through and beyond this crisis....

Cherie Solie: Every patient is different in terms of how they cope without the presence of their loved ones. I agree with Pamela human touch cannot be replaced.

Richard Satterwhite: Understanding how import active listening when engaging with patients and staff. If you listen, truly listen, folks will always tell you what they need and might even give you idea's that never crossed your mind as to how to accomplish and fulfill those needs.

Pamela Mertz: GREAT WIN story - to share...voice of his wife and children...wow...it saves lives!

David ga: I think the main thing is to put yourself in the patient/family shoes - what does it look and feel like from their perspective?

Richard Satterwhite: David your right! Empathy and Compassion goes a long way towards healing and connecting.

Dawn Farina: Love that - humans can be very productive and creative and CLEVER when they have to be

Kris: And when the innovative thinking is allowed!

Pam Bell: By giving people permission to just try new ideas has paved the road for a lot of openness and creativity

Jennifer Owen: We have an Employee Food Pantry on campus, we've moved it for better access with our Work in Place policy we now have

Julie: We have a Hero House where staff can move into to ease fear of taking "things" home.

Jennifer Owen: How is BJC's Resiliency program evolving these days?

David ga: Julie, we did something similar. We opened up our sleep center for employees who'd rather stay overnight for various reasons...