

THE BERYL INSTITUTE

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

COVID-19 Playlist

Amazing Grace

Anticipation - Carly Simon

Chad Elliott (Artist)

Come on Eileen - Dexys Midnight Runners

Don't Stand So Close to Me – The Police

Don't Stop Believin' - Journey

Eye of the Tiger - Survivor

Get Back – The Beatles

Getting Better – The Beatles

Here Comes the Sun – The Beatles

His Eye is on the Sparrow

Hit Me with Your Best Shot - Pat Benatar

I Will Survive - Gloria Gaynor

Imagine - John Lennon

It Is Well with My Soul

Joy - For King & Country

Lean on Me - Bill Withers

Better Days - OneRepublic

Rise

Stayin' Alive - Bee Gees

Stormy Weather

Tomorrow (song from Annie)

Sweet Caroline - Neil Diamond

Time Is On My Side

Waymaker

We Are Family - Sister Sledge

We are the World - U.S.A. for Africa

What a Difference a Day Makes

You've Got a Friend in Me