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

Deanna LW Frings, MS Ed, CPXP
Vice President, Learning & Professional Development
The Beryl Institute
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Caring for Ourselves in Times of Crisis
April 9, 2020
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
Today we find ourselves in a once in a lifetime health crisis that calls on us to **elevate our humanity** in ways we could have only imagined.

This will push our traditional conversations on the human experience in healthcare to new places, all the while calling us to reinforce our commitment **to the delicate balancing act of caring for those we serve AND those who are charging into this crisis** to care for or support those caring for those in the greatest need.

What can and should we be doing to care for our communities, each other and **ourselves**?
Our Panel

Lou Lacey
LPC
Director, Emotional Wellness
*Children’s of Alabama*

Helen Riess
M.D.
Founder & CEO
Empathetics, Inc
Associate Professor Psychiatry
Harvard Medical School

Deanna Frings
MS, Ed, CPXP
VP, Learning & Professional Development
The Beryl Institute

Tiffany Christensen
CPXP
VP, Experience Integration
The Beryl Institute
Panelist engaged in direct conversation

Participants invited to engage in the conversation via the chat function. Insights and questions will be pulled into the conversation as possible

All chats will be captured in summary notes.
Our Challenges & Realities

- Emotional Exhaustion
- Moral Distress
- Responding to Crisis
The importance of self-care and self-empathy during this time.
The value of finding meaning.
What can we do to feel safe and strong today?
Sustaining healthcare’s future

Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
Thank you for participating