

WEBINAR KEY TAKEAWAYS

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Improving the Patient Experience during COVID-19

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Love the get to know me cards

Get to Know Me Cards! Great idea

Love the virtual dog visits! We all love dog and cat videos!

This is making me very emotional! thank you for all that you did for the patients to increase their comfort and communication with family!!

Love the well wishes campaign! We laminated artwork from children in the community and some messages for patients, but I love the personalized nature of families sending the messages!

Dogs are the best medicine and therapy!

Love the badge buddies!

Love the Well Wishes

Updated technology is imperative.

My key take away...the human connection for our patients and employees are so important. Tech is great but doesn't have to be the only way.

I also love the Well Wishes and how they were shared through TV

Authentic human connections. Perfect blend of technology and team enablement

I am so encouraged by all of this information- I want to jump in to starting these initiatives right away

Love to implement Virtual Pet Therapy Option

Like the idea of the badge buddy with resource information. Good way to encourage staff to use the resources by having the information easily accessible.

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

We have partnered with the Good Dog Foundation and started virtual pet therapy on May 12. It has been wonderful - patients are cheered up by seeing the handler and the adorable black lab Sammy when he does his tricks. Certainly, a mood booster!!!

Lots of good programs: Get to Know Me cards, Well Wishes program, Rounding on STAFF and patients, Virtual Pet Therapy!

I like the larger photo that staff wear so patients can "see" who they are. I also like the idea of adding mood boosting pet video clips to TV monitors.

Specific to the virtual rounding calls. We have our parent advisors call our inpatient parents (we're a pediatric hospital.) Having experienced parents make those calls has been valuable.

We use volunteers to make phone calls to patient rooms, just to check in. They have made thousands of calls. It also kept some of our volunteers engaged.

Get to know me cards, Therapy Dog Virtual visits

Innovation, creativity and KINDNESS at it's best!!!

Vizient has good data on what will it take for people to return. #1 was doctor's confidence and opening visitation so family could be with them. cleaning was also on their list as well as staff abiding by rules - ie masks.

I loved hearing about Dr. Awdish. She's amazing and inspires the best of care for patients!

Thank you for sharing how you put patients first!

Yes... the team members' voice needs to be heard too