



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 11 FEBRUARY 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-02-11 11:56:30] [Gretchen Kolb] We will be getting starting shortly! Grab your lunch and get ready for a great session!

[2021-02-11 12:01:09] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback!

[2021-02-11 12:01:44] [Gretchen Kolb] The recording for this session, other resources and presentations are available via Lead Strong at:
<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2021-02-11 12:03:48] [Gretchen Kolb] Feeling "Need Improvement" in your Business and Financial Acumen? This is the course for you!

[2021-02-11 12:04:05] [JoAnna Koveal] I added this to my lesson plan, I am excited to check it out!

[2021-02-11 12:04:15] [Kylie Todaro] Can't wait to check it out!

[2021-02-11 12:04:22] [Michael Feldman] Congratulations on the economics of pennmedicine, really big deal

[2021-02-11 12:05:23] [Jen Rader] Send me your reason for completing the Unconscious Bias training and the impact it has had on you and your team. jennifer.rader@pennmedicine.upenn.edu

[2021-02-11 12:05:39] [Gretchen Kolb] text "pennmedicin918" to "22333"

[2021-02-11 12:06:16] [Gretchen Kolb] If you are on your computer, you can also got to:
[PollEv.com/pennmedicine918](https://www.poll.com/pennmedicine918)

[2021-02-11 12:07:41] [Gretchen Kolb] Me too!

[2021-02-11 12:13:55] [Gretchen Kolb] What do you think of this strategy and goals?

[2021-02-11 12:14:57] [Tami Montroy] Love the collaborative "feel" of the message the blueprint conveys.

[2021-02-11 12:15:01] [Gretchen Kolb] What is your reaction?

[2021-02-11 12:15:02] [john sestito] strategy makes sense and further illustrates a system approach. Penn Medicine crosses all entities

[2021-02-11 12:15:07] [Andi Thomas-Lloyd] Love the simplicity of "One Penn Medicine"...across all our of entities including PSOM.

[2021-02-11 12:15:11] [Debi Ferrarello] "One Penn Medicine" makes me think people can go to any of our entities and get same, consistent, highest quality care.

[2021-02-11 12:15:26] [Anne Krajewski] I love the visual of the blueprint and it hits all the priorities that we strive for at Penn., particularly diversity and patient experience.

[2021-02-11 12:16:00] [Mike Posencheg] "One Penn Medicine" makes me feel like this applies to everyone, not just those with quality or safety in their title.

[2021-02-11 12:16:38] [Margorie Michele] Great to hear there is a focus on staff. The revision makes it easier for our workforce to understand that we are "One Penn Medicine".

[2021-02-11 12:16:53] [Dan Feinberg] One Penn Medicine says that we are all here for the same reason: to provide the best, safest care in a cutting edge way

[2021-02-11 12:16:55] [Andrea Croston] I love the message of inclusion - feeling part of one Team - we're all in this together

[2021-02-11 12:17:15] [Kent Messner] I think the strategies are clear and timely, and dynamically reinforced with great visuals.

[2021-02-11 12:17:34] [Michael Feldman] Together, all things are achievable.

[2021-02-11 12:17:55] [JoAnna Koveal] TEAM: Together Everyone Accomplishes More

[2021-02-11 12:19:59] [Michelle Holmes] We are One, I think this is a blueprint that everyone can understand and be able support at all levels of the Healthcare System. I love it!

[2021-02-11 12:20:10] [Debi Ferrarello] I'm glad that DEI is spelled out



[2021-02-11 12:21:06] [Gretchen Kolb] PCAM Vaccine Clinic- Happiest Place on Earth!

[2021-02-11 12:21:43] [Andi Thomas-Lloyd] I would anticipate this may help drive additional consistency in key corporate-wide functions.

[2021-02-11 12:22:11] [Rebecca Mountain] I love the idea of learning from and sharing our successes, taking ideas from others rather than reinvent the wheel.

[2021-02-11 12:22:14] [Monica] Totally love being able to volunteer in the vaccine clinic at PCAM - it's a place of joy!

[2021-02-11 12:22:25] [Christine Tierney] Thanks Cindy! We appreciate the Pennsy shout out. Yes - our staff is amazing. Our Vaccine Happy Place!

[2021-02-11 12:22:32] [Monica] The new Blueprint looks amazing and the content is spot on!

[2021-02-11 12:22:42] [cristine hutchinson] CCH nurses were saying congratulations to freshly vaccinated staff! and CCH had great big relaxation screens in post wait area!

[2021-02-11 12:23:01] [Gretchen Kolb] Agreed! And had a lot of great learnings from our COVID experience

[2021-02-11 12:23:33] [Gretchen Kolb] I wish I could have had vaccines at all our entity clinics :)

[2021-02-11 12:24:45] [Terese Kornet] I love working in the V clinic ! I look forward to working my weekly shift . I wish i could work more time.

[2021-02-11 12:24:47] [Todd Staples] Patricia - GREAT point on learning organizations. I'd love to learn more about how Penn shares successes and failures across teams to avoid reinventing the wheel.

[2021-02-11 12:25:36] [Danielle Heffner] I also think the Blueprint is starting to tie in our community and community members.

[2021-02-11 12:33:28] [Kellie Wilson] I love the "Why". The example of how providers & staff can feel shame when things don't go well really resonates. We see that a lot in the Experience world. We know that our people intend to give their best, but intentions & perceptions don't always match. Seeing Experience correlated with Safety & Quality in the Blueprint makes such a huge statement to its relevance and importance!!

[2021-02-11 12:33:58] [barb] Well stated Jim

[2021-02-11 12:33:59] [Gretchen Kolb] How are you aligning your department's work with the updated blueprint? How do you make it resonate with your team?

[2021-02-11 12:35:51] [Anne Krajewski] We have daily safety huddles in every unit at PAH-this allows us to share safety concerns, bright ideas & shout outs when a patient experience goes well. At staff meetings we start every meeting with a safety or experience story.

[2021-02-11 12:36:02] [sheila Kempf] we are in the process of designing our next nursing strategic plan so we are using the blueprint as a starting point for quality, safety, patient satisfaction, and staff engagement

[2021-02-11 12:36:08] [Rebecca Mountain] Where can we access the blueprint on UPHS team site? I see Blueprint Site coming January

[2021-02-11 12:36:23] [Bob Weidner] Agree with PJ this is an ongoing process not a "effort of the month" soon to be changed

[2021-02-11 12:36:36] [Kent Messner] Helping teams baseline historical performance levels, prioritize their biggest improvement opportunities, and plan a path to get there is key.

[2021-02-11 12:36:37] [Christine Tierney] Agree with PJ. It is all about the people! We have to hire, develop and retain excellence.

[2021-02-11 12:38:13] [Anne Krajewski] Jim says it well-I have been amazed at the strength and resiliency of our staff!

[2021-02-11 12:38:51] [sheila Kempf] so true!!! we are very fortunate

[2021-02-11 12:39:09] [Jacqueline Kavouras] I appreciate Theresa's Comment regarding applying a situational focus to resonate the Blueprint to the frontline. The refresh at the system level is a perfect opportunity for Princeton to embrace the Blueprint concepts and infuse it into the work we do everyday. Thank you.

[2021-02-11 12:40:00] [Dr. Rachael Sampson, MD, FACOG] It really brings us together for shared, vested interest in evidence-based practice on the women's service line at all of Penn Medicine.

[2021-02-11 12:40:20] [Lawrence Berthold] in CDI - Clinical Documentation Improvement - we, for sure, love to point out the multiple impacts of documentation clarity and precision on all of the aspects of patient



care...people know coding in reference to billing and reimbursement but precise documentation makes for better pinpoint care every day across the continuum...through to public health initiatives, research, and an concrete understanding of the patient portrait...our work very much dwells primarily in the crux of the blueprint...and we use that as a motivator.

[2021-02-11 12:40:24] [Craig Kean] Very well said, Dr. Pinsky!

[2021-02-11 12:40:33] [Kari Mastro] Covid was both horrific and extraordinary as it forced us to innovate at a different level and at a speed that was remarkable

[2021-02-11 12:45:05] [Anne Krajewski] I love that Jim! Great idea

[2021-02-11 12:45:33] [Craig Kean] Great idea Jim!

[2021-02-11 12:45:33] [Philip Cooper] Great idea!

[2021-02-11 12:45:40] [Kenya Pitt] I think that's a great idea :-)

[2021-02-11 12:45:43] [Gary Ginsberg] great suggestion Jim

[2021-02-11 12:46:11] [Lawrence Berthold] Remember the first days of COVID's arrival at PENN...and the related critical care discussions...as challenged as the teams were, one could also sense a general invigoration...which was definitely inspiring...

[2021-02-11 12:46:18] [Phil Okala] The Penn Medicine Fauci !

[2021-02-11 12:46:19] [Michael Feldman] I'll be in the stands to watch that pitch for sure

[2021-02-11 12:47:13] [Kenya Pitt] That's a great "nugget". Lifelong learning!

[2021-02-11 12:47:13] [Andi] My heartfelt gratitude to all of you participating today, and to all those who supported you (staff and families).

[2021-02-11 12:47:47] [Mike Posencheg] Humility is powerful as a leader.

[2021-02-11 12:47:49] [colleen bynum] Keeping it real Dr. Pinsky-Awesome advice!

[2021-02-11 12:48:19] [cristine hutchinson] well said Dr Pinsky, thanks for your frankness

[2021-02-11 12:48:20] [Kenya Pitt] Transparency and vulnerability can be scary but powerful. Thank you for sharing that.

[2021-02-11 12:48:22] [brie] Great advice!

[2021-02-11 12:48:43] [Lawrence Berthold] and an open heart and mind...vulnerability and authenticity, for sure...that's a backbone of the blueprint and PENN leadership, in general.

[2021-02-11 12:49:40] [Kenya Pitt] Wonderful advice!

[2021-02-11 12:49:43] [colleen bynum] Jim PhD!!!

[2021-02-11 12:50:01] [Lawrence Berthold] you're the good kind of crazy, Jim!

[2021-02-11 12:51:20] [victoria wilson] Authenticity and vulnerability are foundational for effectively leading. Thank you Dr. Pinsky for your insightful comments.

[2021-02-11 12:51:32] [Gretchen Kolb] Try new things, be your real self, look for open opportunities, be resilient, accept ambiguity - love it!

[2021-02-11 12:51:39] [Gretchen Kolb] TED LASSO!

[2021-02-11 12:52:03] [PaulM] Grandkids!

[2021-02-11 12:52:33] [Michelle Holmes] I agree a child's joy is the best medicine!

[2021-02-11 12:52:36] [Jamie Howell] Yoga... helps while sitting all day working at home

[2021-02-11 12:52:36] [Stephanie Subbio] Love that show! It just makes me happy :)

[2021-02-11 12:52:40] [Deborah Christopher] two new puppies!!! :)

[2021-02-11 12:52:47] [Tami Montroy] Re-listening to Adam Grant WorkLife podcast. He's amazing!!

[2021-02-11 12:52:50] [Briana Comer] listening to 10 minute meditation videos

[2021-02-11 12:52:54] [Kari Mastro] Finding that spark in a front line clinical nurses and helping that spark grow.

[2021-02-11 12:52:57] [Lester Lledo] taking time to compartmentalize, taking up new hobbies as an outlet for stress

[2021-02-11 12:52:59] [Debbie Rosenbaum] I keep an abbreviated gratitude journal on my phone. 1 bullet point a day.

[2021-02-11 12:53:04] [Kylie Todaro] Sending "happies" in the mail...letters to friends and family.

[2021-02-11 12:53:04] [Todd Staples] Creating a daily gratitude list🙏

[2021-02-11 12:53:09] [Lindsay Bowler] I love Ted Lasso!\

[2021-02-11 12:53:09] [Deb Casarella] getting outside in the crisp fresh air to walk in nature.



[2021-02-11 12:56:22] [Caroline Coryell] Great job again Cindy!
[2021-02-11 12:56:22] [Sherine Koshy] Thank you to an inspiring panel!
[2021-02-11 12:56:33] [Gretchen Kolb] We value your feedback. Please complete this brief survey to let us know how we could improve these sessions.
<https://survey.pennmedicine.org/s3/2-25-Lead-Strong-Lunch-with-Leaders-Blueprint>
[2021-02-11 12:56:49] [Anne Krajewski] Great way to spend a lunch hour. Thank you everyone!
[2021-02-11 12:56:54] [Monica] Awesome show! Your guests are incredible!
[2021-02-11 12:57:09] [Gretchen Kolb] Cant wait to get my big 80s hair on!
[2021-02-11 12:57:18] [Tami Montroy] I love and miss the 80's!!!!
[2021-02-11 12:57:23] [Gretchen Kolb] Dont forget to exit the poll
[2021-02-11 12:57:24] [Christine Tierney] 80's pop culture! i hope there is a trivia contest!
[2021-02-11 12:57:34] [Crystal Mitchell] Thank you panel. Very informative session!
[2021-02-11 12:57:35] [Kellie Wilson] OMG. Can't wait!!
[2021-02-11 12:57:37] [Gretchen Kolb] great suggestion Chris!
[2021-02-11 12:57:40] [patti] cant wait for March session
[2021-02-11 12:57:43] [Briana Comer] Sounds interesting
[2021-02-11 12:58:11] [James Flaherty] Thank-you!