



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, FEBRUARY, 25 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-02-25 11:57:27] [Gretchen Kolb] Thanks for joining us! We will get started in just a few minutes.

[2021-02-25 12:01:16] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback.

[2021-02-25 12:01:37] [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>

[2021-02-25 12:04:46] [Gretchen Kolb] On March 1, click on Patient Safety Awareness Month button under "What's Hot" on the intranet homepage for more information.

[2021-02-25 12:05:38] [Nicole Fullerton] Thanks so much for the Patient Safety Awareness Month shout out! :)

[2021-02-25 12:06:28] [Gretchen Kolb] Get ready by brushing up on your 80s pop culture trivia and send us your 80s photos!

[2021-02-25 12:07:51] [Gretchen Kolb] Were you a baby? Celebrating your high school graduation? Cant wait to see your photos!

[2021-02-25 12:07:52] [PMA Virtual] Cindy that picture is awesome!

[2021-02-25 12:09:11] [Kellie Wilson] Can't wait for next time. I'm a total 80's girl!

[2021-02-25 12:09:25] [Gretchen Kolb] Using your cell phone, text "pennmedincince918" to "22333"

[2021-02-25 12:10:37] [Young Un Cho] For the 80s show, please text your photos to +1-215-631-8819!

[2021-02-25 12:12:18] [Gary Kao] Is there a way to save the Chat to a text file? You can do so easily on Zoom but not finding the same function here....

[2021-02-25 12:13:38] [Gretchen Kolb] @Gary - good question. Not sure. Email Young Un or I and we can send you a copy and/or the links you are looking for.

[2021-02-25 12:18:17] [Lindsay Bowler] I felt the same!

[2021-02-25 12:18:30] [Jessie] Yes! My sleep cycle completely changed

[2021-02-25 12:19:31] [Kylie Todaro] I am really appreciating this vulnerability!

[2021-02-25 12:19:34] [Gretchen Kolb] Thanks Lindsay and Jessie for sharing. For the rest of the audience, what signs/symptoms of stress have you noticed in yourself? In others?

[2021-02-25 12:20:17] [kathleen montone] I resonate with Bob - my sleep cycle completely changed and I am routinely in the office way earlier than usual . At least I started to then leave work earlier to be home with the family.

[2021-02-25 12:20:20] [Gretchen Kolb] Great to hear about those who have recovered from COVID.

[2021-02-25 12:20:33] [Briana Comer] I really appreciate everyone sharing. Its good to know I'm not alone.

[2021-02-25 12:20:37] [Jen Rader] Sleep issues, irritability, feeling overwhelmed

[2021-02-25 12:20:38] [Amy Kleger] My sleep cycle also changed-- waking in the middle of the night-- or waking early. You're not alone!

[2021-02-25 12:20:42] [JoAnna Koveal] I have had up and down days-- sometimes I feel encouraged that the numbers are going down and then other days I am so exhausted with wearing a mask and not being able to do anything the same way or go to sporting events

[2021-02-25 12:21:06] [Caitlyn Manning] Lack of desire to do things I love. I have had to structure incorporating exercise and other self care activites into my schedule.

[2021-02-25 12:22:02] [Anastasia Mylonas] I resonate with Angela. My mom and siblings live in Europe. There is an additional stress level added for this.

[2021-02-25 12:22:17] [Nicole] Lack of focus

[2021-02-25 12:22:35] [Caitlyn Manning] Oh no Cindy!



[2021-02-25 12:23:05] [Carol Burkhead] My days blend into one day and I am having difficulty staying on task.

[2021-02-25 12:23:24] [Gary Kao] Gretchen, what is your and Yong Un's email addresses?

[2021-02-25 12:23:28] [Tami Montroy] Too much going on with work AND at home. I'm now a Penn leader, a teacher, a caregiver all at the SAME TIME. Before there was a break and separation of all these roles and now they are all at the same time

[2021-02-25 12:23:31] [melissa dunlop PA-C] I took Thea's resilience course early on in COVID and that helped me so much. I feel like I am not as good at using the tools I learned from that at this point.

[2021-02-25 12:23:35] [kay] Whereas I feel like I can't take a day off - tired!

[2021-02-25 12:23:35] [Gretchen Kolb] What are you experiencing? Sleep issues? irritability?

[2021-02-25 12:24:02] [Jen Sullivan] Staff more easily irritated

[2021-02-25 12:24:09] [Kim Hills] Monotony of sitting in the same chair all day staring at the same screen. My whole team just discussed this at our team meeting. we're looking forward to when we can come into the office once in a while!

[2021-02-25 12:24:11] [Sharon Marie Delaney] Distracted and difficulty focusing

[2021-02-25 12:24:12] [Darren Girardeau] waking up in the middle of the night, thinking about things that need to get done and can't get back to sleep, definitely more irritable

[2021-02-25 12:24:13] [Katie Gray DeAngelis] More call outs or last minute requests for days off.

[2021-02-25 12:24:18] [Kim] The stress of life in general and having limited outlets. I've experienced irregular sleep patterns, caring for both of my parents who had COVID and still trying to manager work. It was overwhelming. In addition to the lack of motivation of doing my normal activities.

[2021-02-25 12:24:20] [Andrea Bergmann, RN] I've noticed lack of engagement from staff. Less smiles and apathy.

[2021-02-25 12:24:22] [Eleanor] limited margin to handle the curveballs; just to emotional bandwidth

[2021-02-25 12:24:24] [Debbie] In my team - personality changes, more easily irritated, more help making decisions, needing more time off

[2021-02-25 12:24:25] [Cheryl Monturo] Can do "tasks" but my ability to create is stalled.

[2021-02-25 12:24:32] [Gretchen Kolb] If anyone needs to reach out directly:
gretchen.kolb@penntmedicine.upenn.edu

[2021-02-25 12:24:35] [Barb] staff irritated , frustrated and short fused

[2021-02-25 12:25:07] [KMM] Short-tempered at times and overwhelmed with the level of work; worried about my children who are out of state and out of the county; no outlet to help recharge

[2021-02-25 12:25:16] [Eleanor] cheryl agreed! harder to do the more complicated responsibilities/critical thinking/planning

[2021-02-25 12:25:20] [melissa dunlop PA-C] leaders are also so overwhelmed that tradeoffs seem to occur where we don't want to burden them with (what seems like) less significant issues

[2021-02-25 12:25:21] [Young Un Cho] My email is youngun.cho@penntmedicine.upenn.edu. Please reach out with any questions!

[2021-02-25 12:26:21] [Kate Fanslau] Difficulty concentrating, more emotional. Also trying give everyone more patience and grace, recognizing I'm not alone in feeling burnt out

[2021-02-25 12:27:32] [Gretchen Kolb] Kudos to our staff for having all these complicated feelings while still taking such excellent care of our patients.

Have you seen changes in your patient experience scores? How are you address them?

[2021-02-25 12:27:44] [Anastasia Mylonas] staff complaining about the extra work added due to video visits, managing the schedules differently, calls to patients require longer time, calls in the practice increased and AAs don't have enough hours in the day to get everything done.

[2021-02-25 12:28:03] [Barbara L'Amoreaux] Patients are frustrated with social distancing and want to reach out for human companionship and support.

[2021-02-25 12:28:16] [Sharon Marie Delaney] Scores are good, staff are champions, passionate about the patient experience

[2021-02-25 12:28:30] [Tami Montroy] @ Melissa Dunlop - I took Thea

[2021-02-25 12:28:49] [kay] panic because of all the COVID work we are doing, making us feel very behind and under pressure to catch up on our "normal" job.

[2021-02-25 12:29:40] [Gretchen Kolb] I like that: What can I control?

[2021-02-25 12:30:05] [Kellie Wilson] We're seeing very similar PX data. The comments are different though. On the positive side, patients are giving our staff a lot of grace, "They're doing a great job under trying circumstances." On a less positive note, our patients are worried about COVID & frustrated by restrictions.

[2021-02-25 12:30:22] [Tami Montroy] I took one of Thea's sessions - the one about stress in the political climate. Was VERY good! I passed on information to my team who missed it.

[2021-02-25 12:30:39] [melissa dunlop PA-C] staff is scared on top of the pandemic issues (with a recent issue). I am trying to be there for them even more than usual to help them feel safe at work while my kids are homeschooling and need me more because they are getting overwhelmed with the dragging on of the pandemic.

[2021-02-25 12:30:41] [Briana Comer] I love that too: what i do or don't have control over

[2021-02-25 12:31:45] [Gretchen Kolb] @Tami, thanks for the suggestion. You can find sessions with Thea and other Cobalt resources at: <https://www.penncobalt.com/>

[2021-02-25 12:32:03] [Marissa] "thought garbage" is an amazing phrase!

[2021-02-25 12:34:50] [Gretchen Kolb] These are good tips to encourage with our kids as well

[2021-02-25 12:34:53] [kay] It has been helpful to turn off the notification of emails, so at least on my phone, it looks like there are no new emails....so I am less apt to open it in my off hours

[2021-02-25 12:35:33] [Tami Montroy] @ Gretchen - GREAT point. Our kids are struggling too and it's harder to explain to them if we can't get our heads around this ourselves.

[2021-02-25 12:35:37] [mary logiudice] taking a vacation day or two helps

[2021-02-25 12:35:38] [Ethan Kannel] Separation from work devices and not checking emails all night makes a big difference for me

[2021-02-25 12:35:47] [KMM] WALKING outside at night has been a true gift

[2021-02-25 12:35:53] [Kathy Krumenacker] Separate from devices and get outside for walks or just being outside helps.

[2021-02-25 12:36:01] [Jen Rader] Short 5-10 min meditation breaks when I am feeling overwhelmed.

[2021-02-25 12:36:16] [Barbara L'Amoreaux] I really miss the gym--mine actually closed this year.

[2021-02-25 12:36:24] [Cris Hutchinson] My family now does puzzles for stress reliever time together

[2021-02-25 12:36:26] [Kylie Todaro] Walking every night, taking 20 minutes to pray/meditate each day, and practicing self compassion

[2021-02-25 12:36:33] [Kylie Todaro] @Jen, love!

[2021-02-25 12:36:40] [Caitlyn Manning] taking small breaks throughout the day to walk around the block or do some stretching. Shutting down the computer at night.

[2021-02-25 12:36:44] [melissa dunlop PA-C] Essential oils and mindful meditation at night. Such amazing sleep listening to that!

[2021-02-25 12:36:50] [Kellie Wilson] Trying to focus on what I can control. Getting outside, especially with this nicer weather. Trying to get up & stretch between work & school (online grad school).

[2021-02-25 12:36:59] [PMA Virtual] Built a home gym in the basement in partnership with my teen sons. Starting my garden indoors to get ready for the warmer weather!

[2021-02-25 12:37:03] [DaCarla Albright] I schedule myself and my exercise. even if only 10 min; my bedroom is for rest and relaxation, no work; meditation before sleep, AM gratitude practice; setting boundaries on email and work time/events

[2021-02-25 12:37:04] [Jen Rader] love my essential oil diffuser Angela!

[2021-02-25 12:37:08] [alh] I spend a lot of time at the dog park. It brings me joy to see my dog romp around with other dogs.

[2021-02-25 12:37:13] [briana] Positive affirmation app, meditation, walks and coffee breaks to connect with people I haven't been able to see to check in

[2021-02-25 12:37:19] [Brooke McDonnell] I started family time with no devices and no work starting at dinner until kids go to bed.

[2021-02-25 12:37:23] [Cheryl Monturo] absolutely, more positive talk! And not adding into negative talk around me.

[2021-02-25 12:37:40] [Ayesha Gonsalves] Meditation and Prescribed exercise is a great idea.



[2021-02-25 12:37:45] [Danielle Heffner] Music and puppy therapy
[2021-02-25 12:38:07] [Gretchen Kolb] Got a stationary bike, couple it with binge watching shows that make me happy like Ted Lasso
[2021-02-25 12:38:36] [Gretchen Kolb] @Danielle, puppies are the best!
[2021-02-25 12:39:18] [Edna] People working remotely feel judged by those working onsite that remote work isn't as hard and that remote workers are not working as hard.
[2021-02-25 12:39:28] [kay] I signed up for Noom, which has helped me refocus on healthy eating, stress reduction and mindfulness
[2021-02-25 12:40:21] [Marissa] Yes! You can't pour from an empty cup!
[2021-02-25 12:40:41] [Gretchen Kolb] How are you keeping your team's spirits high?
[2021-02-25 12:41:31] [Cris Hutchinson] I try to connect and thank as many staff members as possible every day, to keep them engaged
[2021-02-25 12:41:51] [Manuj Agarwal] We huddle every morning, ask about family and significant events, share stories. I sometimes tell a dad joke. We break with an encouraging huddle statement or chant
[2021-02-25 12:41:51] [Jessie] Yes, empathy to people's different circumstances and being there to listen - virtual learning for people with kids, single people that haven't seen anyone in weeks.
[2021-02-25 12:42:01] [Barbara L'Amoreaux] My team has group texts with lots of jokes to keep us feel loved and a little silly.
[2021-02-25 12:42:05] [Michael Feldman] Meet your team where they work, listen and say thank you. Everyone is doing a heroic job
[2021-02-25 12:42:22] [kay] I have tried to express gratitude for my team's efforts, and have tried to publicly share the great work they are doing. Little tokens of thanks that are self-care related (bath bomb, lotion, healthy treat)
[2021-02-25 12:42:27] [Tami Montroy] We do something fun at the beginning of each meeting. Share a reflection, do a MAGIC trick or tell a joke. :)
[2021-02-25 12:42:33] [Danielle Heffner] Showing gratitude. Big ways and sprinkling in small ways as well.
[2021-02-25 12:42:40] [Kim Hills] I send out a funny meme everyday to my team entitled Smile of the Day. They get a quick laugh to start their day :)
[2021-02-25 12:42:44] [Cris Hutchinson] also, recognizing that each person here is dealing with this individually as well as " we are on this together "
[2021-02-25 12:42:46] [Nicole] Frequent rounding. I thank them for the little things that they do. Asking how they are doing. and lots of donuts!
[2021-02-25 12:43:15] [kay] Yes, shared texts with team with funny memes, but also notes of thanks
[2021-02-25 12:43:36] [Maureen Boccella] I continue to praise my team and focus on all the good they are doing! And I recognize all they have been thru both in both their personal and professional lives. We are human beings first.
[2021-02-25 12:44:11] [Gretchen Kolb] Love these ideas to keep spirits high!
[2021-02-25 12:44:26] [Kia Newman] Listen to the frustration of the staff, sometimes they need to know they are being heard.
[2021-02-25 12:44:48] [Beth Johnston] I love the comments about showing empathy, and then being willing to stop and really listen.
[2021-02-25 12:44:50] [Jessie] PMA's monthly staff meeting and giving shout outs to team members keeps me feeling connected to the team as a whole.
[2021-02-25 12:44:56] [kay] End of year summary shared with team listing all of our accomplishments
[2021-02-25 12:44:57] [Gretchen Kolb] @Craig - you have a great impact! The Kevin Bacon of Penn Medicine
[2021-02-25 12:45:56] [kay] Angela - GREAT feedback. That can be tough to do!
[2021-02-25 12:46:03] [Cris Hutchinson] great advice Angela, thanks
[2021-02-25 12:46:03] [Noelle Banks] Oh that is goooood. Ensuring my emotions don't hijack my behavior
[2021-02-25 12:46:25] [Gretchen Kolb] Wow, thanks for sharing Thea.
[2021-02-25 12:47:38] [Gretchen Kolb] What is bringing you joy?
[2021-02-25 12:47:48] [kay] A great mentor is wonderful to have. I think I've had one (who was also a get to yes person). I have tried to be that for my team



[2021-02-25 12:47:54] [Michael Feldman] Lunch and Learn!
[2021-02-25 12:47:55] [Amy Kleger] today's sunshine!
[2021-02-25 12:48:00] [Tami Montroy] LUNCH AND LEARNS!!!!
[2021-02-25 12:48:02] [JoAnna Koveal] photography!
[2021-02-25 12:48:08] [Carolyn Hewson] I love that, Bob. That's very much my philosophy. Even with parenting.
[2021-02-25 12:48:28] [Jen Rader] Watching my crazy cats play! Audible and Netflix
[2021-02-25 12:48:36] [Nicole Lattanzio] Name of book again?
[2021-02-25 12:48:37] [Beth Johnston] Bob- I have seen that in action. Any time you have been asked to do something, take on another role, whatever- your answer was always simple. Yes. No qualifications or questions. Just yes
[2021-02-25 12:48:38] [Cynthia Clark] Volunteering - focusing on other's needs helps!
[2021-02-25 12:48:39] [Cheryl Monturo] book on gratitude from Greater Good Science
[2021-02-25 12:48:40] [Barbara L'Amoreaux] Facebook groups with people who are interested in some of the same books or hobbies you are.
[2021-02-25 12:48:44] [Caitlyn Manning] Loved Untamed!
[2021-02-25 12:49:02] [Nicole] Running...although its more painful than fun right now lol. Gathering with some great leaders to help be uplifted.
[2021-02-25 12:49:05] [Michelle Holmes] I second , the sunshine, daylight, Spring is coming.
[2021-02-25 12:49:27] [Tami Montroy] I'm with Angela! Anything fantastical based in fiction.
[2021-02-25 12:49:27] [Noelle Banks] Yesss Angela lets talk when you finish Behind Her Eyes. lol
[2021-02-25 12:49:37] [melissa dunlop PA-C] Lunch and Learn is amazing. It builds me up, helps me know im not alone, and inspires me.
[2021-02-25 12:49:45] [Nicole] Watching "The Sinner" on netflix
[2021-02-25 12:50:02] [Rachel Luterman] Just finished Behins Her Eyes! The finale is great!
[2021-02-25 12:50:03] [JoAnna Koveal] the beach is amazing therapy!!
[2021-02-25 12:50:08] [Kylie Todaro] Agreed!
[2021-02-25 12:50:10] [Jen Rader] Agree Bob! Water and nature are so healing!
[2021-02-25 12:50:11] [Caitlyn Manning] Agreed!!
[2021-02-25 12:50:18] [Nicole Lattanzio] Spending time with the kids doing silly things. Mindfully bringing happiness into the home.
[2021-02-25 12:50:20] [Gretchen Kolb] Thanks for all the netflix suggestions, I just finished Dead to Me.
[2021-02-25 12:50:31] [Rachel Luterman] yes, to beach therapy!
[2021-02-25 12:50:33] [Chrissy] Netflix, guided meditation, walking, finding gratitude daily, self-compassion, talking to social supports (family, friends, therapist), good light reading, playing piano
[2021-02-25 12:50:42] [Kellie Wilson] I agree Bob. In September we spent a week on Lake George. It was heaven.
[2021-02-25 12:50:51] [Michael Feldman] Lakes are great
[2021-02-25 12:50:51] [melissa dunlop PA-C] Brene Brown Dare to lead through vulnerability
[2021-02-25 12:50:56] [Patti Montella] Love the Beach for relaxation
[2021-02-25 12:50:57] [Craig Loundas] Book: 7 Longest Yards-- Amazon Prime- 7 Yards
[2021-02-25 12:51:01] [Manuj Agarwal] Book club with college friends
[2021-02-25 12:51:08] [Darren Girardeau] Playing music
[2021-02-25 12:51:08] [kay] Cleaning up a space in my house - less clutter, less stress
[2021-02-25 12:51:09] [Caitlyn Manning] Dance it out in the kitchen!
[2021-02-25 12:51:10] [mary logiudice] going to beach more frequently
[2021-02-25 12:51:18] [Carol Burkhead] love the suggestions and tips. thank you
[2021-02-25 12:51:20] [steve kuttruff] I play zoom trivia every wednesday with friends from High School
[2021-02-25 12:51:20] [Gretchen Kolb] SEND IN YOUR 80s PICTURES! Text them to +1-215-631-8819
[2021-02-25 12:51:25] [Katie Gray DeAngelis] Loved this session. Thank you!!!
[2021-02-25 12:51:46] [Briana Comer] Thank you everyone for sharing. I truly appreciate your tips.
[2021-02-25 12:51:49] [Melanie Woon] Thank you!
[2021-02-25 12:51:51] [Kellie Wilson] This was so great!! Thank you!



[2021-02-25 12:51:52] [Gretchen Kolb] Bring your crimped hair and high bangs!
[2021-02-25 12:51:56] [Tami Montroy] Love this session and super STOKED about next one!!!
[2021-02-25 12:52:02] [Danielle Heffner] 80's!!
[2021-02-25 12:52:04] [Rachel Luterman] Thank you!! Have a great day!
[2021-02-25 12:52:09] [Ping Wang] this is great thanks for the session!
[2021-02-25 12:52:10] [Gretchen Kolb] The recording for this session, other resources and presentations are available via Lead Strong site at: <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>. You can also download the event series to your outlook calendar from the website.
[2021-02-25 12:52:20] [Sherine Koshy] Great session! thank you!
[2021-02-25 12:52:21] [Cindy Morrisey] Lunch with Leaders! Long walks outside- even in the snow. Volunteering. And thinking about the 80's session!
[2021-02-25 12:52:28] [DaCarla Albright] Thanks Cindy!
[2021-02-25 12:52:31] [Gretchen Kolb] Post survey: <https://survey.pennmedicine.org/s3/2-25-Lead-Strong-Lunch-with-Leaders-Self-care>
[2021-02-25 12:52:33] [Sherrie Davis] Thank you!
[2021-02-25 12:52:34] [Silvio Manfredo Vieira] Great Lead Strong session! Thanks!
[2021-02-25 12:52:34] [Kathy Krumenacker] so great! thank you
[2021-02-25 12:52:41] [Andrea Bergmann, RN] Thank you all! Excellent presentation
[2021-02-25 12:52:43] [Jen Sullivan] Thank you all
[2021-02-25 12:52:45] [melissa dunlop PA-C] wonderful session. thank you
[2021-02-25 12:52:45] [Barbara L'Amoreaux] Thanks Cindy and all of your crew who make these talks happen. You do a great job.
[2021-02-25 12:53:01] [Trish Ward] Great talk, great topic. Thank you!
[2021-02-25 12:53:03] [Silvio Manfredo Vieira] Great Lead Strong session! Thanks!
[2021-02-25 12:53:03] [Cindy Morrisey] Another great session- thank you!!!!
[2021-02-25 12:53:17] [Gretchen Kolb] Dont forget to leave the poll!
[2021-02-25 12:53:18] [Bessie Mathews] thank you so much!
[2021-02-25 12:57:31] [Cheryl Monturo] how do we access CEU's?

PRIVATE CHAT

CHAT WITH: Beth Johnston

[2021-02-25 12:38:20] [Beth Johnston] I love the openness and honesty of the panel. They remind us that we all are experiencing stress

CHAT WITH: Casey O'Neill

[2021-02-25 11:51:55] [Moderator: Lady Miah] Are you going to share your screen?

MODERATOR GROUP CHAT