



EVENT NAME

Lunch with Leaders LIVECast

EVENT DATE: THURSDAY, 28 OCTOBER 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-10-21 11:53:13] [Gretchen Kolb] Thanks for joining us for this weeks Lunch with Leaders, "Empowering the Penn Medicine Experience". We will get started promptly at noon!

[2021-10-21 11:59:04] [Susan Crow] Love the ghoulish music 😊

[2021-10-21 12:00:41] [Gretchen Kolb] Just a reminder that the recording for this session, other resources and presentations are available via Lead Strong at:

<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2021-10-21 12:01:01] [Gretchen Kolb] Cheers to our friends in IS!

[2021-10-21 12:03:25] [Gretchen Kolb] Dec 1 Book Club:

https://www.uphs.upenn.edu/employeeselfservice/LandingPages/PennMedicine_BookClub/index.html

[2021-10-21 12:03:46] [Gretchen Kolb] Dont forget to complete your Penns Way!

[2021-10-21 12:03:59] [Gretchen Kolb] Listening lab: <https://pennlisteninglab.org/stories#caregiver/acts-of-kindness>

[2021-10-21 12:04:23] [Gretchen Kolb] invitations to 30 min coach focused on PMX

<https://www.med.upenn.edu/uphscovid19education/30-minute-coach.html>

[2021-10-21 12:04:41] [Gretchen Kolb] For CME/CE credits:

Text 73104 to 215-398-6728

[2021-10-21 12:04:47] [Gretchen Kolb] Login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit

[2021-10-21 12:04:56] [Gretchen Kolb] For questions, please contact penncme@penntmedicine.upenn.edu

[2021-10-21 12:06:17] [Siddiq Faisal, MD] Please repost the CME code. Thanks

[2021-10-21 12:07:14] [Gretchen Kolb] 73104

[2021-10-21 12:09:10] [Lina Sanchez] This session has not been approved to award credits at this time

[2021-10-21 12:09:19] [Gretchen Kolb] text "pennmedicine918" to "22333"

[2021-10-21 12:09:34] [Gretchen Kolb] If you are on your computer, you can also click on the link on chat [PollEv.com/pennmedicine918](https://poll.com/pennmedicine918)

[2021-10-21 12:10:29] [Gretchen Kolb] AB Article on Demystifying Value based

Care<https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/vbc-penn-may-2021.pdf>

[2021-10-21 12:10:56] [Gretchen Kolb] Sorry:

<https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/vbc-penn-may-2021.pdf>

[2021-10-21 12:11:43] [Anne Krajewski] Way to go PAH!!

[2021-10-21 12:12:19] [Theresa Larivee] 😊

[2021-10-21 12:12:35] [Jeff O'Neill] 🖱

[2021-10-21 12:13:37] [Colleen Bynum] Patients are easily angered.

[2021-10-21 12:13:37] [Gretchen Kolb] How have you seen the experience change for our patients? What are the patient trends that you are seeing locally?

[2021-10-21 12:13:47] [Tami Montroy] Tracey is right on! I feel it even myself as a Penn Medicine patient myself.

[2021-10-21 12:14:33] [Geraldyn Karpiscak] i agree - the physical barriers have been a challenge - harder to make a connection - although staff have done a great job in using voice and other body language to express their compassion and caring

[2021-10-21 12:14:44] [Samantha Simonsen] I agree with Tracey and we are all adapting but I see such resilience in our staff and our patients.

[2021-10-21 12:14:46] [Lina Sanchez] Agree with Tracey! We know smile with our eyes



[2021-10-21 12:14:53] [Lina Sanchez] *now

[2021-10-21 12:15:18] [Carol Burkhead] I see more aggressiveness, like drivers. There seems to be a lower tolerance for many people.

[2021-10-21 12:15:32] [Colleen Bynum] agree Carol

[2021-10-21 12:20:36] [Gretchen Kolb] How have you supported providers in driving engagement through tele-health? What have your key learnings been?

[2021-10-21 12:21:40] [Manuj] I find it interesting that the only time I see a patients face is during a telemed visit. It's counter-intuitive, but it can sometimes feel more genuine

[2021-10-21 12:22:36] [Anne Krajewski] Leveraging the switchboard at the bedside for providers & having the proper equipment like the MARTII carts available on the units. We use this a lot in our ED for neurology consults.

[2021-10-21 12:24:53] [Gretchen Kolb] that you have done to drive engagement over the past year that really worked.

[2021-10-21 12:25:34] [Diane] lots of positive enforcement and pointing out the value that they are adding for the clinicians they support

[2021-10-21 12:25:51] [Susan Crow] Stayng connected to the work helps us remain connected to one another.

[2021-10-21 12:25:51] [Gretchen Kolb] What are your top tips for driving employee engagement now? Share something that you have done to drive engagement over the past year that really worked.

[2021-10-21 12:26:08] [Anne Krajewski] focused listening sessions, 1:1 meetings with staff, purposeful rounding on the units to connect.

[2021-10-21 12:26:59] [Gretchen Kolb] I was just introduced to High Five and now love sending them: <https://www.pennhighfive.com/sessions/new#/compliments/new>

[2021-10-21 12:27:11] [D. Rugh] Reaching out via phone to employees who may exhibit signs of "compassionitis"

[2021-10-21 12:27:12] [Tami Montroy] I still like having regular meetings with my team where we can celebrate each other for a few minutes at the beginning by sharing "What's New with YOU" in words and pictures

[2021-10-21 12:28:06] [Manuj] Team based Halloween costume contest

[2021-10-21 12:28:10] [Tami Montroy] For PMX week we're playing team BINGO during the day!!

[2021-10-21 12:28:31] [Gretchen Kolb] @Manuj, awesome idea!

[2021-10-21 12:28:58] [Debra] Recognizing great work/engagement "in the moment"—very uplifting!

[2021-10-21 12:29:04] [Gretchen Kolb] Learn more about the new standard, get even more stories and ideas for PMX Week at: <http://pennpointplus.uphs.upenn.edu/sites/PMA/PennMedicineExperience/SitePages/Homepage.aspx>

[2021-10-21 12:30:14] [Tami Montroy] I love that term, cultural humility.

[2021-10-21 12:31:58] [Mercia] I love that term cultural humility too. Humility makes collaboration with each other easier.

[2021-10-21 12:32:04] [Gretchen Kolb] Hear more inspiring stories via the Listening lab: <https://pennlisteninglab.org/stories#caregiver/acts-of-kindness>

[2021-10-21 12:32:19] [Anastasia Mylonas] team meetings and re-enforcing the team value especially now that we are short staffed. Encouraged everyone to exercise extra patience and increase helping a team member. Time to build each other up instead of pushing down. Had a 1 hour team session with Mara from Stress Management! Everyone enjoyed it !! Created a social committee and coming up with game ideas so the staff can take a mental break during lunch and recharge.

[2021-10-21 12:32:39] [Susan Crow] LG Health posters arrived at our office today. They look great!

[2021-10-21 12:32:49] [Tami Montroy] @Anastasia, I love those ideas!!!

[2021-10-21 12:33:08] [Gretchen Kolb] How do you empower others? How have you made this more than just a buzzword with your team? How will you and your team be embodying this throughout the year?

[2021-10-21 12:35:29] [Cristine Hutchinson] Listen to what matters to each individual and develop a better understanding and use of staff strengths within the team

[2021-10-21 12:35:39] [Lester Lledo] really trying to find ways of returning the individual's internal locus of control



[2021-10-21 12:35:44] [Tami Montroy] As a leader, it's so important to MAKE THE SPACE for staff to make suggestions. I make this a topic on my agenda. Instead of a Questions section - I say - What suggestions do you have for our team or organization.

[2021-10-21 12:36:01] [Mercia] Empowerment is giving employees clear expectations, resources and respect to accomplish a task.

[2021-10-21 12:36:20] [Mary Jane Casey] Think the environment needs to be more from a "Learn from what may not have done right," the first time and give permission to not be right

[2021-10-21 12:36:22] [D. Rugh] When someone says "we really need to have...." or "we really should..." stopping to listen to the idea and empowering staff to return with a way to address the issue and support new ideas.

[2021-10-21 12:36:44] [Anastasia Mylonas] Open door policy and echoing Tracey's comments especially building trust and create the environment that they feel supported; getting feedback from staff is very important

[2021-10-21 12:38:28] [Gretchen Kolb] What are your local plans for celebrating PMX week?

[2021-10-21 12:38:29] [Ethan Kannel] Dr. Chaiyachati - if you're in PCAM come to Puppy Therapy on Tuesday!

[2021-10-21 12:38:40] [Tami Montroy] We had a virtual baby shower for a team member over the last week

[2021-10-21 12:39:23] [Anne Krajewski] Advocacy Awards, greeting staff when they enter with treats

[2021-10-21 12:39:33] [Tami Montroy] We're playing BINGO with special pictures

[2021-10-21 12:41:43] [Lina Sanchez] We are having box lunches for staff & bingo

[2021-10-21 12:43:18] [Gretchen Kolb] What is your favorite patient experience story?

[2021-10-21 12:44:48] [Tami Montroy] Escorted an elderly couple - who were lost - to their clinic visit.

[2021-10-21 12:46:07] [Regina Bristow] Great story Craig!

[2021-10-21 12:47:00] [Anne Krajewski] Did an eval with one of my NAC's yesterday who described how she facilitated a daughter to be at the bedside with her father as he passed away from COVID during the early days of the pandemic. This was so impactful to this daughter and she was extremely grateful that we recognized how important it was for her to be present at this profound moment.

[2021-10-21 12:47:01] [Kari Mastro] When a young teenage patient with Downs syndrome, developmental delay and significant cardiac diagnosis was sitting upright in his ICU bed and when I was helping him get comfortable, he hugged me around the neck and looked at me and said, "I love you, nurse" in his sweet but shaky voice. Sometimes it is just the simple things that make a lasting impact to the patients and their families.

[2021-10-21 12:47:57] [Jen Rader] While heading on the shuttle to PCAM for my own appointment, there were other patients on the shuttle who were nervous and confused about where they needed to go. I helped each of them determine where they needed to go and instructed them to get off the right stop. They were so grateful. They thanked me again when we ran into each other in the PCAM hallways. I am always trying to help patients when I can, even when I am in patient mode.

[2021-10-21 12:50:34] [Amy] Tracy, you are the best!!! Take care of yourself too. Miss working with you—you are such a dynamic leader.

[2021-10-21 12:51:22] [Anastasia Mylonas] Love Craig!!! 😊

[2021-10-21 12:51:31] [Meg Y] LOL! Love thinking of Craig L as the 'Kevin Bacon' of Penn Med :D

[2021-10-21 12:51:47] [Gretchen Kolb] No way!

[2021-10-21 12:52:20] [Susan Crow] Yes!!!!!! A dancer

[2021-10-21 12:52:21] [Gary Ginsberg] Show us your tattoos 😊

[2021-10-21 12:52:37] [Gretchen Kolb] Craig Loundas, Actor

[2021-10-21 12:52:52] [Tami Montroy] Wow!! Really is Kevin Bacon!!!

[2021-10-21 12:53:20] [Cristine Hutchinson] so cool Craig!

[2021-10-21 12:53:30] [Jeff O'Neill] I'd like to see Craig's actors guild card!

[2021-10-21 12:53:33] [Samantha Simonsen] Craig that is amazing!!!

[2021-10-21 12:53:48] [Meg Y] This crew! Awesome Penn Med partners and very cool surprise talents!!!!

[2021-10-21 12:54:37] [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.



[2021-10-21 12:54:50] [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/Lead-Strong-Lunch-with-Leaders>

[2021-10-21 12:55:22] [Gretchen Kolb] Dont Forget to Register for the Next Book Club:

https://www.uphs.upenn.edu/employeeselfservice/LandingPages/PennMedicine_BookClub/index.html

[2021-10-21 12:55:24] [Cristine Hutchinson] great show! thanks
