



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 22 OCTOBER 2020

EVENT BY: MTP 4

EVENT CHAT

[2020-10-22 11:55:32] [Gretchen] Welcome to Lunch with Leaders! We will get started in 5 minutes so get comfortable!

[2020-10-22 11:55:47] [Gretchen] We love hearing from you. Please use the chat function to add your comments and feedback throughout the session.

[2020-10-22 12:02:06] [Gretchen] The recording for this session, other resources and presentations are available via Lead Strong at:

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

[2020-10-22 12:04:10] [Gretchen] Check out Cobalt 2.0 and the fantastic new resources coming soon:

<https://www.penncobalt.com/>

[2020-10-22 12:04:26] [Ethan Kannel] I just signed up for a session tomorrow! Dealing with election stress.

[2020-10-22 12:04:58] [Gretchen] Thea is a terrific facilitator, so enjoy Ethan!

[2020-10-22 12:06:08] [Gretchen] Eagles v Debate??

[2020-10-22 12:06:11] [Christine Tierney] The Eagles!

[2020-10-22 12:06:18] [Anastasia Mylonas] Debate

[2020-10-22 12:06:24] [Robert Vonderheide] EAGLES!!!

[2020-10-22 12:06:24] [Jean Moore] neither

[2020-10-22 12:06:32] [Gretchen] text "pennmedicince918" to "22333"

[2020-10-22 12:06:51] [Kellie Wilson] Love that! E-A-G-L-E-S!!

[2020-10-22 12:07:11] [Debra Foster] If anyone tried to register for the dealing with Election Stress session tomorrow and got a notice that it was full, they have since increased the seats for the session, so please go back and register if you are interested!

[2020-10-22 12:07:36] [Gretchen] Thanks for the update Debbie!

[2020-10-22 12:08:25] [Donise Musheno] love the supermanisback :-)

[2020-10-22 12:08:26] [Demetrio] Great

[2020-10-22 12:08:27] [Young Un Cho] yay!

[2020-10-22 12:08:32] [Kaleisha Evans] exhausted

[2020-10-22 12:08:38] [Heidi Irwin] debate

[2020-10-22 12:08:45] [Karen Benedict] I missed the keywork

[2020-10-22 12:08:47] [Timothy Naylor] Can we mute the Giants fans during the game?

[2020-10-22 12:08:54] [Kia Newman] Unbalanced

[2020-10-22 12:08:56] [James] enthusiastic

[2020-10-22 12:08:58] [beth] overwhelmed

[2020-10-22 12:09:06] [Richard Wender] mixed

[2020-10-22 12:12:00] [Gretchen] #gratitude for our front line champions. We appreciate all you do!

[2020-10-22 12:12:12] [Gretchen] #rockstar

[2020-10-22 12:16:23] [jonathan] whats going on with parking ?

[2020-10-22 12:17:10] [Gretchen] What differences to you see in how we deliver a great experience during COVID?

[2020-10-22 12:18:17] [Danielle Heffner] Spending more time talking with patients since their families/visitors are not with them. More relationship building in that respect

[2020-10-22 12:19:04] [Jen Rader] I have had great experience with my telehealth appointments. My providers did a great job building that relationship!

[2020-10-22 12:19:34] [Tara Casher] Helps to acknowledge the "clunky-ness" Michael referred to - providers and staff definitely putting themselves in somewhat the same boat as patients. The sense of "we're in this together" has never been more true



[2020-10-22 12:21:01] [Anastasia Mylonas] we gave our patients the option to choose video vs inperson! They were very happy to be able to choose.

[2020-10-22 12:21:11] [Heidi Irwin] Are we seeing patterns as to age cohorts that feel more comfortable using telehealth and those who do not.

[2020-10-22 12:22:18] [Jen Rader] @Anastasia. Agree. Having the choice is so important. I have done both telehealth and in person and have had great experiences with both.

[2020-10-22 12:22:49] [Ashley Cifarelli] Telehealth for Radiation Oncology opened up our providers to be able to see patients across the country more efficiently before they travel for treatment if needed.

[2020-10-22 12:23:10] [Ashley Cifarelli] effectively*

[2020-10-22 12:24:58] [Gretchen] Warm fuzzies

[2020-10-22 12:25:36] [Donna] That's the experience every patient should have.

[2020-10-22 12:25:43] [Gretchen] Great point Mike C!

[2020-10-22 12:26:01] [Gretchen] @Donna, absolutely!

[2020-10-22 12:26:09] [Margy] I fully echo Donna's comment:

[2020-10-22 12:27:50] [Susan Crow] 🙌🙌🙌 When we take care of employees, they are best prepared to take care of patients and their loved ones.

[2020-10-22 12:28:09] [Gretchen] How do you engage your employees to make sure this is the experience that every patient has?

[2020-10-22 12:28:13] [Tara Casher] Susan, you are so right!!!!

[2020-10-22 12:28:17] [Amy Brazina] Great tools that are referenced in the Patient Experience Playbook handed out at the last ambulatory summit and posted on the CPUP sharepoint site!

[2020-10-22 12:29:42] [Lynn] connecting virtually with the WFH staff, whether it's as a group for a quick, "how you doin'?" or individual, personal check-ins.

[2020-10-22 12:30:39] [Donna] @Lynn, that is important..."virtual rounding" to keep our teams engaged and ensure they are okay.

[2020-10-22 12:31:14] [Lynn] Yea! Fran Johnson! Great Lunch with Leaders

[2020-10-22 12:32:03] [Gretchen] We also have a Leadership Pathways on Leading Remote and Hybrid Teams with great tips and tools: [https://rise.articulate.com/share/eHQwuSY_yLceprZsD4CQ2OnAra_A3-y4#/#/](https://rise.articulate.com/share/eHQwuSY_yLceprZsD4CQ2OnAra_A3-y4#/)

[2020-10-22 12:32:25] [Jency] making the connection is very important. Leaders being present is very important to staff to make connections.

[2020-10-22 12:33:01] [Patti] there is something behind the behavior, need to understand where the pt is coming from...fear, anxiety, etc

[2020-10-22 12:34:15] [Lynn] thanks @Gretchen

[2020-10-22 12:35:59] [Gretchen] We curated all the relevant LinkedIn Learning on Remote Teams in one playlist in Knowledge Link:
<https://performancemanager4.successfactors.com/sf/learning?destUrl=https%3a%2f%2fupenn%2eplateau%2ecom%2flearning%2fuser%2fdeepink%5fredirect%2ejsp%3flinkId%3dPROGRAM%5fDETAILS%26programID%3dHS%2e30001%2ePROG%2eREMOTETWORK%26fromSF%3dY&company=71508P>

[2020-10-22 12:38:49] [jonathan] added to my knowledge link thanks

[2020-10-22 12:39:11] [Gretchen] Sure thing!

[2020-10-22 12:40:51] [jonathan] Thats awesome

[2020-10-22 12:41:38] [Gretchen] How are you creating an inclusive environment? What insight and learnings can you share?

[2020-10-22 12:43:24] [Kellie Wilson] Personally, I have begun educating myself by reading recommended books, e.g., White Fragility, Medical Apartheid. Professionally, I am serving on some committees to help improve diversity, inclusion, and health equity.

[2020-10-22 12:45:37] [Gretchen] @Kellie, self-education is a great start. I think many of us are on that same pathway

[2020-10-22 12:48:43] [jonathan] i took that training it was good

[2020-10-22 12:48:49] [Sherine Koshy] We had Rosemary Thomas provide a presentation, "A Primer for Inclusive Culture" during our HIM Town hall. Continue to educate myself and share with team members. The podcast 1619 has been eye opening, shared through the Office of Diversity



[2020-10-22 12:49:23] [Nicole Rojas] The LGH Diversity and Inclusion is focusing on community, patients and staff. Very exciting work!

[2020-10-22 12:49:33] [jonathan] I actually recommended it to my management and docs

[2020-10-22 12:50:56] [Gretchen] Cobalt can also provide facilitators to lead conversations around race, inclusivity and diversity with teams. <https://www.penncobalt.com/>

[2020-10-22 12:51:40] [Gretchen] PMA also has a leadership pathway to help talk to your team about diversity and inclusion: https://rise.articulate.com/share/LidLIZ3Rg7pO3cNQe4QE_mRijlVptwdW#/

[2020-10-22 12:51:44] [Kia Newman] This is a huge issue and the unknown outcomes in the next few weeks will set the tone. We have to be prepared to support our teams. It's very uncomfortable right now for a lot of people.

[2020-10-22 12:51:45] [beth] we have to get comfortable with uncomfortable conversations

[2020-10-22 12:52:39] [Gretchen] Find these resources at Penn Medicine Experience site: <http://pennpointplus.uphs.upenn.edu/sites/PMA/PennMedicineExperience/SitePages/Home.aspx>

[2020-10-22 12:52:44] [Jen Rader] Unconscious Bias training for UPHS employees will be launched in December! Keep an eye out for future communication.

[2020-10-22 12:53:46] [Jen Rader] Unconscious Bias Training for leaders is available through November. Sign up in Knowledge Link!

[2020-10-22 12:56:12] [Gretchen] Shout out to Stanley!

[2020-10-22 12:56:13] [Jean Moore] He was great on jimmy Kimmel!

[2020-10-22 12:56:22] [Heidi Irwin] We love Stanley

[2020-10-22 12:56:24] [Grace Lynam] Stanley!!

[2020-10-22 12:56:47] [Patti] Stan is the man! Awesome!

[2020-10-22 12:57:09] [Gretchen] Visit the lead strong website for this and future topics: <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2020-10-22 12:57:09] [Sam Simonsen] Sleep Med now has an equity committee members are faculty/staff across the dept. We have created subgroups w a focus on our Mission, pt/staff survey, lecture series, book club and research.

[2020-10-22 12:58:49] [Gretchen] Don't forget the PMA tools you need the most but don't know exist - our Leadership Pathways to help you deal with all your challenges: • Leadership pathways: <http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx>

[2020-10-22 12:59:07] [Sherine Koshy] Great panel discussion today! Thank you!

[2020-10-22 12:59:10] [Gretchen] We value your feedback. Please complete this brief survey to let us know how we could improve these sessions. <https://survey.pennmedicine.org/s3/10-22-Lead-Strong-Lunch-with-Leaders-PMX>

[2020-10-22 12:59:15] [Craig Loundas] happy Penn medicine Experience Week!!

[2020-10-22 12:59:16] [Lynn] thank you!!!

[2020-10-22 12:59:20] [Jen Rader] Great session today! Fantastic panel!

[2020-10-22 12:59:24] [Grace Lynam] Thank you all and your leadership!

[2020-10-22 12:59:24] [Gretchen] The recording for this session, other resources and presentations are available via Lead Strong at: <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>. You can also download the event series to your outlook calendar from the website.

[2020-10-22 12:59:24] [Kellie Wilson] Thanks! Great session!!

[2020-10-22 12:59:25] [Craig Loundas] if i could only spell Medicine

[2020-10-22 12:59:29] [Rebecca calvani] Thank you! Love these discussions!!

[2020-10-22 12:59:31] [Tara Casher] thank you!

[2020-10-22 12:59:37] [Philip Cooper] Thank you!

[2020-10-22 12:59:42] [Kristine Renshaw] Thanks, another great session!

[2020-10-22 12:59:47] [Jesse Tindall] Thank you!

[2020-10-22 12:59:52] [Gretchen] Lead Strong Penn Medicine Heros!

[2020-10-22 12:59:54] [Taylor] Thank you!

[2020-10-22 12:59:57] [Luann Ljubic] Thank you so much for another great session!

[2020-10-22 13:00:06] [Katie Haggerty] thank you



PRIVATE CHAT

CHAT WITH: Michael Cella

[2020-10-22 11:36:29] [Rob (Bluejeans Moderator)] Hi Michael- Check your Bluejeans settings at the top, make sure your speaker is set to computer audio

MODERATOR GROUP CHAT