

Welcome to our virtual waiting room!

While you wait for the session to start, please take time to:

1. Familiarize yourself with BlueJeans
2. Check your name- update first and last if incorrect
 - 1 in the picture
3. Visit the chat window
 - 2 in the picture
4. Visit the question & answers window
 - 3 in the picture

BlueJeans Participant Screen

Attendee View

(David Lee)

Event title → Sales Kickoff

Speaker Volume →

Mute Speaker →

Full Screen →

Entry banner alerts Attendee that nobody will be able to see or hear them.

Exit the event →

Main (roster) view → 1

Chat w/ everyone → 2

Chat w/ Moderator →

Questions & Answers → 3

Expand side navigation (display Presenter roster) →

Settings (choose which speaker to use) →

Slider bar – drag to change the size of video and content

Year	RED	BLUE	GREEN	YELLOW
2004	45	15	10	10
2005	55	25	15	15
2006	65	35	20	20
2007	75	45	25	25
2008	85	55	30	30
2009	90	60	35	35
2010	95	65	40	40
2011	100	70	45	45



Penn Medicine

Lunch with Leaders LIVECast: Empowering the Penn Medicine Experience

October 21, 2021



What's in the Mail?

What did you enjoy about the last session: *Delivering Value at Penn Medicine?*



A screenshot of a Twitter post from Jenny Bencardino (@jennybencardino) with the hashtag #MakeYourMark. The tweet describes the last installment of #LunchWithLeaders, featuring special guests @MitchSchnall, Roy Schwartz, and Matt Press from @PennMedicine. The tweet lists the objectives of the session: key principles, impact, success stories, and sharing experiences. Below the text is a video player showing a four-person video call from the 'Lunch with Leaders LIVECast'.

Jenny Bencardino #VaccineBuddy
@jennybencardino

#MakeYourMark

The last installment of #LunchWithLeaders with @cmo345 had as special guests @MitchSchnall, Roy Schwartz and Matt Press from @PennMedicine discussing #ValueBasedCare with the following objective:

- Key principles
- Impact
- Success stories
- Share experiences

1/4

Lunch with Leaders LIVECast ^

Objectives

3 key principles of value based care and its evolution

Impact of value based care to patients and Penn Medicine

Key success stories and learn tips for managing through

Share experiences and get ideas from others

Roy Schwartz

Matt Press

Great explanation of the move towards value based care from a system perspective.



Deep dive into an interesting and evolving topic with SMEs

Topic and discussion was right on!

The speakers were extremely knowledgeable

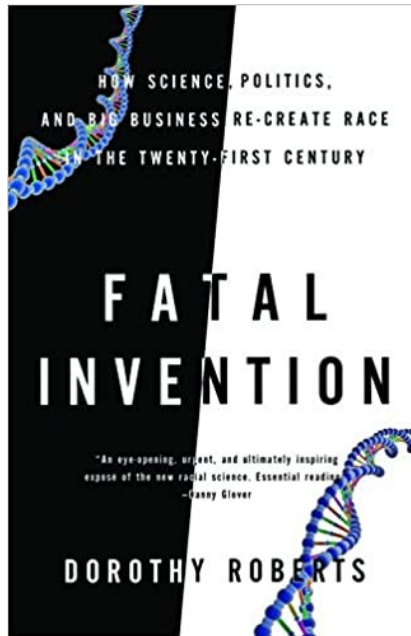


Post-event feedback and anonymous comments from the evaluation survey

Learn more about [Value-based Care](#)



Join the Next Book Club on December 1!



**December 1, 2021
7 – 8 PM**

Register to the event [here](#)

**Order your complementary
copy [here](#):
Hard copy or ebook**

Penn's Way FY22 (10/4 – 11/19)

PENN'S WAY

Campaign Theme: Go Far Together

"If you want to go fast, go alone, if you want to go far, go together"

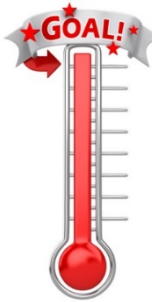
Pillars of Need:

Health Care Disparity
Food Insecurity
Social Justice



Financial Goal:

\$1.6M



Recent History:

FY21: \$1.51M, 58% participation, no goal

Raffle:

Raffles are back!

6-7 chances to win raffles
per week



Participation

Departments with 100% participation are eligible for a pizza party!



Tune into the Listening Lab This Week!

Experience a Story:

A selection of stories shared by patients, staff and providers, and caregivers from across Penn Medicine.



A screenshot of a digital audio player interface. At the top left is a logo of three overlapping circles in shades of green and blue. To its right, the text "Listening Lab" is displayed in a large, teal, sans-serif font, with the tagline "Experience the power of listening" underneath in a smaller teal font. Below this is a rounded rectangular button with the text "Share this story". The main title of the audio is "Acts of Kindness" in a large, teal, sans-serif font. At the bottom left is a circular play button icon. To its right, the word "Audio" is shown above a progress bar. On the far right of the progress bar, the time "00:07/05:17" is displayed. Below the progress bar, the text "Brad Aronson, April 28, 2020" is visible.



30 Minute Coach: October



Leading yourself:

Learn how to embody this year's Penn Medicine Experience Standard of Empowered in your daily activities

- [Monday October 25, 3:00PM](#)
- [Wednesday, October 27, 9:00AM](#)

Leading others:

Discuss how to empower your team to speak up to promote change, optimal patient care and an even better work environment.

- [Wednesday, October 27, 2:00PM](#)
- [Thursday, October 28, 9:00AM](#)



Obtaining CME/CE Credit

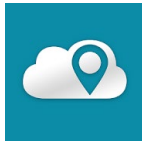
To received CME/CE credits:



Text the event code to (215) 398-6728



Login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit



CloudCME app – Institution Code UPENN; enter the event code via Claim Credit

Event Code:
73104

*You must have a profile in the system,
<https://upenn.cloud-cme.com>,
to get credit*

For further assistance, please contact penncme@penmedicine.upenn.edu.

Today's Objectives

- Gain an understanding of key trends in healthcare and impact on patient experience
- Discuss the addition of “Cultural Humility” to the PMX Standards and this year’s theme, “Empowered”
- Explore top tips for driving employee empowerment and engagement
- Share your experiences and get ideas from others

Participate in Poll Everywhere

#1



#2 What emotions are you feeling today?

Lunch with Leaders Guests



Krisda Chaiyachati, MD

Medical Director, Penn Med OnDemand;
Clinical Innovation Manager, Penn Medicine
Center for Health Care Innovation; Medical
Director, PennOpen Pass



Tracey Commack

Associate Executive
Director at Penn
Medicine Radnor



Craig Loundas, PhD

AVP, Penn Medicine
Experience, PMA

What emotions are you feeling today?

Penn Medicine Experience Definition



THE PENN MEDICINE EXPERIENCE

We are exceptional – committed to creating the best possible experience, leading to enduring connections with our colleagues, patients and families.

Updated Penn Medicine Experience Standards 2.0

Cultural Humility

Addition of the 6th PMX Standard of Cultural Humility with input from:

- Action for Cultural Transformation (ACT)
- Center for Health Equity Advancement (CHEA)
- PMA Talent and Learning Solutions Teams
- Office of Diversity, Inclusion & Equity (OIDE)
- PennMedicineTogether
- PennCOBALT
- Wellfocused Team



Level 1 represents the
Penn Medicine Experience Standards

What are the Behaviors of Empowered?

Recognize that solutions can come from a variety of sources, seeking answers outside of your comfort zone and looking beyond the obvious.

Radiate positive energy in your approach to difficult issues and using it to propel you forward.

Instill confidence in others that you can work with them to make the best of a situation and/or correct and identify a path forward (e.g., service recovery).

Recognize that you are in a position to make decisions to help others and provide options to improve the delivery of care.

Feel empowered to ask for help. Safety errors occur because someone is afraid to ask!

Empowered Stories



I DRIVE RESULTS WITH INTENTION

Environmental services technician Gus Blatch runs a clean shift for the building. To Gus, his job goes beyond cleanliness – he cares about the experience of everyone who works in and visits the building. He is observant and mindful of patients and families when he notices them well as if he notices that someone is lost, he offers directions. If something suspicious, he has an eye on the situation until he is reassured that all is well. Recently, he came to the aid of a nurse manager who was having a tense interaction with a courier.

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I DRIVE RESULTS WITH INTENTION.

A patient arrived at Good Shepherd Penn Partners' (GSP) outpatient therapy office in Yardley to treat an injury. Stephanie Senese, PT, DPT, one of GSP's physical therapists, routinely checks the patient's vitals. The patient seemed young and healthy but her blood pressure was unusually high. Stephanie then learned the patient had blurred vision.

She advised the patient to go to the ER for further evaluation. The patient was reluctant; it was Valentine's Day. She had plans and didn't feel sick. Stephanie reached out to the patient

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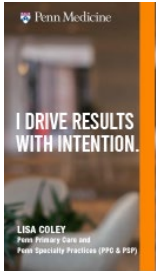


I DRIVE RESULTS WITH INTENTION.

By the time Amy Richards reached the parking lot at Lancaster General Health (LGH), it was late at night, and she was exhausted. Her teenage daughter Madison had spent all day in the emergency room of another hospital because of persistent breathing issues and chest pain. Madison was then transferred via ambulance to pediatrics at LGH for treatment. Alone and scared, Amy followed closely behind. As she pulled up to the closed parking garage, security greeted her with, "You must be Amy," and opened the gate. When she walked into the hospital lobby, a greeter stepped forward and said, "You must be Amy," introducing her to an escort who was waiting to take Amy to see her daughter.

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EMPOWERED
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I DRIVE RESULTS WITH INTENTION.

Lisa Coley, an accounts receivable representative for Bala Cynwyd Medical Associates in Penn Primary Care and Penn Specialty Practices, is personable, easy going, and a natural problem solver. However, she does much more than deal with the finances for the practice. Lisa goes beyond her scope to help patients get the care they need. Back in early spring of 2021, a high-risk patient without access to technology relied on Lisa's help to locate a COVID-19 vaccine. Doing what she does best, Lisa took a way. Not only did she locate a way of potential vaccine distribution site

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I DRIVE RESULTS WITH INTENTION.

Noelle Banks and her revenue training team at Penn Medicine created a 100% virtual and accessible training program for revenue officers staff the nuances of accounting, revenue cycle, an essential aspect of healthcare, in the process of collecting, and manage revenue from patients and payers, to achieve the organization's mission. Lisa in-person services that we to COVID-19, the revenue team had to pivot quickly these essential training and without interruption. Training and Development Patient Accounting, led the and in one weekend, the a giant step forward in one

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I DRIVE RESULTS WITH INTENTION.



LAKISHA TOLBERT
Clinical Practices of the University of Pennsylvania (UPUP)

Staff scheduling directly impacts patient access, and clinical services associate Lakisha Tolbert, MHA, who works in a busy CPUP Surgery practice at the Perelman Center for Advanced Medicine (PCAM). Motivated to improve access, Lakisha observed that the scheduling workflow in her unit could be enhanced. A solutions-oriented person, she developed a new workflow and schedule that would yield a more collaborative approach. After presenting her idea to the practice manager and her peers, they agreed to trial the new approach. After several weeks, it proved to be a success. The new schedule provides better continuity of care for patients by pairing medical assistants with specific providers. This allows the medical assistant to become familiar with repeat patients, which in turn helps with charting and intake. The medical assistants experience better communication with providers, better balance in their daily routines, and a unified team approach. Lakisha, who will finish her bachelor's degree in healthcare administration in December 2021, felt empowered by her education, training, and experience to identify a solution and suggest improvements. "You can express your issues about a given situation, but it's best to come prepared with a solution." And this solution is having a lasting and positive impact for her colleagues and patients.

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I DRIVE RESULTS WITH INTENTION.

NIDA AL-RAMAH
Hospital of the University of Pennsylvania (HUP)

In December 2020, the importance of the phrase "In the communities we serve" was magnified as the health system worked to administer the COVID-19 vaccine as far and as possible. The health and safety of our most vulnerable were at stake and time was ticking. Nida Al-Ramahi, MHA, CSSGB, then an administrative fellow, was part of this monumental project – facing one of the biggest challenges for UPHS. Standing in unfamiliar territory with questions about how to engage their target populations, Nida and Kat Lee, MD, director of Clinical Implementation at the Center for Health Care Innovation were charged with designing and operationalizing the community COVID-19 vaccination clinics in West

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One month after our nurse residency, Kalyn, RN, based a situation to make tough decisions of time. She was very shift on a Callcart, at a Pennsylvania Hospital fellow nurse asked a distressed ear, nose patient. Kalyn had of two days earlier and in his behavior as well into the room. He was agitated, and his pH had changed.

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I DRIVE RESULTS WITH INTENTION.

ALIZA NARAS, MD, MEd, RN, HCC-C
Penn Translational Medical Center (PTMC)

How do you vote if you find yourself unexpectedly hospitalized on election day? Judd Flesch, MD, assistant professor of Clinical Medicine and Aliza Naras, MD, MEd, RN, HCC-C, director of Ethics, from Hospital of the University of Pennsylvania (HUP), considered this quandary and it inspired them to form Penn Medicine Votes. The organization registers voters and provides in-person last-minute voting for hospitalized voters during the last week of an election. Judd first engaged with this initiative at the suggestion of one of his medical students and quickly committed to the cause. He created a partnership between medical students, Penn Law's Pro Bono Program, and Penn Medicine leadership to offer a legitimate option for impaired

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absentee voting. He quickly familiarized himself with the ins and outs of absentee ballots and found a way to navigate the complexities of the voting process in Philadelphia. Judd joined forces with Aliza, who was actively conducting voter registration drives at HUP. Together they have developed a robust, non-partisan resource that would eventually engage 4,150 patients and employees in a combination of new voter registrations and mail-in ballot signups during the 2020 election cycle. Judd, a pulmonologist who works in the ICU, finds the appreciation from patients as rewarding as he does teaching them: "It's easy to lose your humanity in the hospital – casting a ballot provides an opportunity to retain your humanity."

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LEADERS

Next Lunch with Leaders

Navigating Career Transitions

November 4, 2021 at 12pm

Our guests

- **Regina Cunningham, PhD, RN, NEA-BC, CEO, HUP**
- **Greta Gilbode**, Associate Executive Director, PPMC
- **Sharon Hull, MD**, External Expert and Executive Coach on Careers

Upcoming Lunch with Leaders



Nov 4

Navigating Career Transitions

Regina Cunningham, Greta Gilbode and Sharon Hull, MD

Nov 18

Leading to Improve Community Health

Richard Wender, MD, Carmen Guerra, MD and Alice Yoder

Dec 2

Tips for Awesome Visual Display

TBD

Dec 16

Holiday Special: Year in Review

Visit [Lead Strong Site](#) to add the [series](#) to your Outlook calendar.

2021 Dates: 11/4, 11/18, 12/2 and 12/16

2022 Dates: 1/13, 1/13, 1/27, 2/10, 2/24, 3/10, 3/24, 4/7, 4/21 and beyond



CREDITS

Big Thanks to our Core Production Crew!

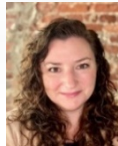
Thank you!



Gretchen Kolb, Director, Learning Innovation, HR/PMA



Ray Rollins, Associate Director for Classroom Technology



Jen Rader, Manager, Learning Solutions, HR/PMA



Joe Lavin, Manager For Classroom Technology



Young Un Cho, Senior Consultant, Talent Mgmt. & Leadership, HR/PMA



Debbie Foster, Senior Director, Internal Communications



Casey O'Neill, Administrative Coordinator, HR/PMA



James Bizzell, Multimedia Designer, Internal Communications



Peter Lisacchi, Coordinator, HR/PMA



Vaughn Wurst, Manager, CME Office



Exit Poll Everywhere

