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
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?

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!

Post-event feedback and anonymous comments from the evaluation survey

The speakers were extremely knowledgeable

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)

## 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!

Penn's Way website
Experience a Story:

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

Tune into the Listening Lab This Week!

Listening Lab
Experience the power of listening

Acts of Kindness

Audio
00:07/05:17

Brad Aronson, April 28, 2020
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**
To receive 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@pennmedicine.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?
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
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!
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!

Gretchen Kolb, Director, Learning Innovation, HR/PMA

Jen Rader, Manager, Learning Solutions, HR/PMA

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

Casey O’Neill, Administrative Coordinator, HR/PMA

Peter Lisacchi, Coordinator, HR/PMA

Ray Rollins, Associate Director for Classroom Technology

Joe Lavin, Manager For Classroom Technology

Debbie Foster, Senior Director, Internal Communications

James Bizzell, Multimedia Designer, Internal Communications

Vaughn Wurst, Manager, CME Office
Exit Poll Everywhere