

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)

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

Event title → Sales Kickoff

Speaker Volume →

Mute Speaker →

Full Screen →

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

Lunch with Leaders LIVECast

Penn Medicine Experience: How to Deliver a Great Patient Experience Now

October 22, 2020



1 Nursing contact hour awarded.

Penn Medicine Nursing is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Approval # 124-3-H-15.

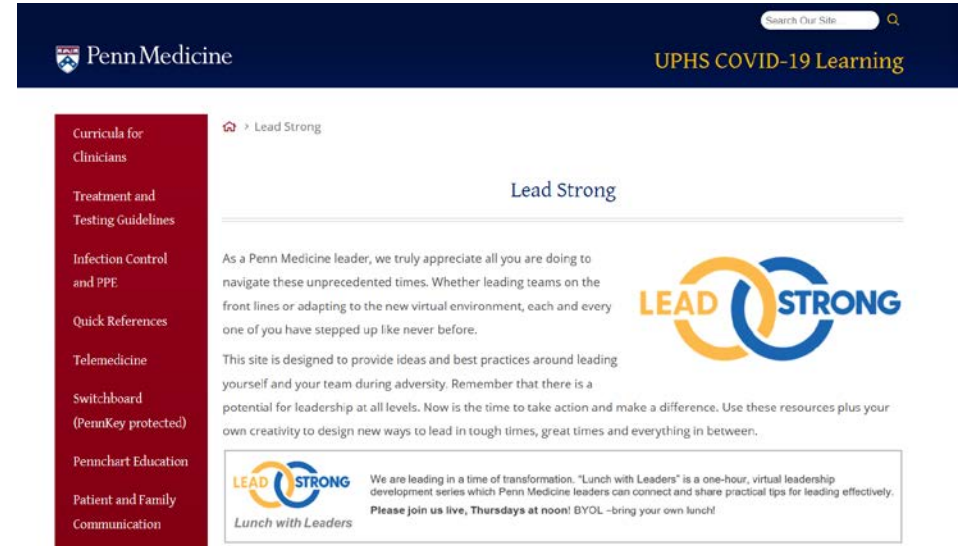
Virtual Meeting Norms

Actively participate to make this engaging! You have several opportunities:

- Respond to all polls using your phone.
- Ask the facilitator questions in the **Q&A window** unless directed otherwise.
- Share your experience, add a comment, or ask for clarification using the **Chat feature**. A moderator will monitor the chat.

Welcome to Lunch with Leaders

- Welcome
- What is *Lunch with Leaders*?



The screenshot shows the Penn Medicine website header with the logo and 'UPHS COVID-19 Learning' text. A search bar is in the top right. A red sidebar on the left contains a menu with items: 'Curricula for Clinicians', 'Treatment and Testing Guidelines', 'Infection Control and PPE', 'Quick References', 'Telemedicine', 'Switchboard (PennKey protected)', 'Pennchart Education', and 'Patient and Family Communication'. The main content area is titled 'Lead Strong' and includes a paragraph about the challenges of leading during the pandemic, a description of the site's purpose, and a 'Lunch with Leaders' section. The 'Lunch with Leaders' section features the 'LEAD STRONG' logo and text stating: 'We are leading in a time of transformation. "Lunch with Leaders" is a one-hour, virtual leadership development series which Penn Medicine leaders can connect and share practical tips for leading effectively. Please join us live, Thursdays at noon! BYOL -bring your own lunch!'.

What's in the Mail?



What did you enjoy about the session?

The Authenticity of the panel.

Loved when Lynn Schuchter acknowledged that she hadn't thought about including trainees, but thought it was a good idea. Also appreciated the comments about how valuable the process was in and of itself.

Anonymous comments from the evaluation survey



The tools are outstanding!

Practical! I definitely see my team using the tools.

May need to revisit my plan and get the dust off!

Comments from chat



What's New?



Cobalt 2.0

COMING IN THE NEXT 30 DAYS:

- ▶ submit your own content
- ▶ sign up to host your own groups
- ▶ personalize your content recommendations
- ▶ match with providers focused on your particular needs
- ▶ content focused on parents and kids
- ▶ group sessions for individuals of color



PennCOBALT

special edit

8 SEATS LEFT



Coping with Election Stress
Fri Oct 23 @ 2:00pm-2:30pm

Elections are high-stakes events, and the upcoming presidential election has proven more intense than previous ones, resulting in emotions of stress, frustration, and anxiety. In these half-hour group discussions, we will discuss strategies for coping with election stress, and explore ideas about how to stay mentally and physically healthy as the election date fast approaches. The session will be moderated by Thea Gallagher, PsyD, Director of the Center for the Treatment and Study of Anxiety.

reserve a place

penncobalt.com

more content + groups on election stress coming soon



Today's Objectives

- ▶ Understand how to provide exceptional experience for patients and families in the midst of a pandemic
- ▶ Discuss how leaders can provide support for our employees when mistreated by patients
- ▶ Learn more about the PMA toolkit and resources for enhancing patient experience

Participate in Poll Everywhere

#1



#2 What emotions are you feeling today?

Lunch with Leaders Guests



Michael Cella
COO, PMMG Penn
Primary Care and
Penn Specialty Care



Sandra Jost, PhD, RN
Chief Nursing Officer,
Penn Medicine at Home



Michael Ripchinski, MD
Chief Clinical Officer,
LGH



Michele Volpe
CEO, PPMC



Craig Loundas, PhD
AVP, Penn Medicine
Experience, PMA



What emotions are you feeling today?

The Penn Medicine Experience Standards & Definition

COMPASSIONATE

I SERVE WITH MY HEART AND HEAD



*Focus for
2020*

P R E S E N T

I SHOW UP AND REMAIN ENGAGED



EMPOWERED

I DRIVE RESULTS WITH INTENTION



COLLABORATIVE

I PARTNER WITH UNWAVERING SUPPORT



ACCOUNTABLE

I COMMIT TO EVERY SINGLE MOMENT



WE ARE EXCEPTIONAL,

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



A Bright Spot in the Medical ICU

Kelly Becker, RN has been a bright spot in the medical ICU at Presby for a long time, but was really a special asset when they needed her the most during COVID. She was always there to serve as a catalyst for optimism and positivity. It was hard on her when she watched patients go through intense illness without the support of their family, her colleagues watched her day in and day out, try to fill that void by creating a relationship with her patients that many often try to achieve, but often cannot succeed to the level Kelly did. She held so many hands as patients spoke last words to their families via electronic communication. This is the type of excellence we should all aim for. Her compassion and enthusiasm has become a legend in the MICU here at Presby. She truly exemplified Being Present.

***A catalyst for
optimism and
positivity***



When The Entire Office Gets It Right

Dr. Justin Roberts is compassionate and listens closely to what your medical needs are before recommending treatment. He reviewed my respiratory, blood tests and CAT scan results with me and explained a plan of care to me. He allowed me to be comfortable enough to have a discussion with him about end of life care. This is a doctor I have only seen face to face about 3-4 times.

The entire office gets it right: from the security/ transport guard, the nurses, nurse aids, and the scheduling folks from this patients point or view. The greeter/ reception people were wonderful seeing a need for assistance due to my shortness of breath by getting me a wheel chair. The person that transported me to the next area could not have more helpful telling me to ask for him and he will assist me to my car when I was done. Every encounter with a different person was great making me feel as if I was a part of their family. This helped me relax enough to "open up" about to the doctor about my end of life concerns. Any of these folks have an extremely difficult job under pre COVID. I have worked in healthcare for many years, most recently in hospice care. ***What I experienced on the visit was close to a miracle. It was a beautiful thing.***

***What I
experienced
was close to
a MIRACLE***



Emotions We Are Feeling

What emotions are you feeling today?



[Snapshot for 7/30 Lunch with Leaders LIVECast]

Reviewing PMX Standards to Ensure Equity



**Enhanced
Penn Medicine
Experience
Standards**



Going Above and Beyond Medical Care

Anna Stavchanskiy, RN and Natalya Tsyruinik, PT, both had a patient being treated for a hip replacement. When they arrived at the home they found that this 20 year old man and his mother were staying in a mostly empty apartment and sleeping on mattresses on the floor. *Natalya was immediately concerned* for the risk of breaking his hip precautions **and put out a message on social media to see if anyone could donate a mattress or sell her one cheaply.** She managed to obtain a bed and frame by the end of the day and the next day she delivered it to the patient's home so that he could get in and out of the bed safely. Anna reported that she felt that this was so positive and inspirational and wanted her to be commended.

Natalya was immediately concerned



PMX Toolkits: Huddle Sheets



PRESENT
I show up and remain engaged.

What is Showing Up?
Showing up involves the obvious: your presence, your body language, your tone of voice, what you say and do, and your ability to simply get stuff done-to lead. Showing up also involves the intangible, not so obvious things: your levels of accountability and ownership, and your ability to make someone feel seen and valued-to be.

What Does it Mean to be Present?
When you're present, everything about you-what you're thinking and what you're feeling is completely focused and centered on what it is you are doing at that moment. You are not thinking about what happened earlier, or what you're going to do next. When you're present you're completely connected, concentrating on and tuned in to what is happening right now. (Source: cornstonedynamics.com The Amazing Benefits of Being Present at Work)

Good Reads and Cool Clips


How One Nurse Practices Being Present with Patients
<https://www.nurse.com/blog/2016/11/21/understanding-the-value-of-being-present-with-patients>

All It Takes is 10 Mindful Minutes
When is the last time you did absolutely nothing for 10 whole minutes? Not texting, talking or even thinking? Mindfulness expert Andy Puddicombe describes the transformative power of doing just that. (Source: TEDxSan London Fall 2012)
https://www.ted.com/talks/andy_puddicombe_all_it_takes_is_10_mindful_minutes

Interruptions and Distractions in Health Care: Improved Safety with Mindfulness
<https://panel.altn.co.uk/perspectives/perspectives/152/interruptions-and-distractions-in-health-care-improved-safety-with-mindfulness>

Activities

- Clearing your mind of distractions and being "present" can be challenging especially in the moment. Have your team write as many ideas as they can in a 5-minute brainstorm. Collect and share them with the team. Consider reviewing one idea at every huddle or meeting.
- 5 Quick Mindfulness Exercises for the Workplace**
<https://www.mqia.com/work-up/en/being-part-two-5-quick-mindfulness-exercises-workplace/>



Visit [Penn Medicine Experience link](https://pennmedicine.org/pmx) for additional tools and resources.
On Social Media: #PennMedX | #BePresentLun



October 2020 Huddle Sheet

Date: _____

Announcements:



- [TELL US HERE]
- [TELL US HERE]
- [TELL US HERE]
- [TELL US HERE]
- [TELL US HERE]

Discussion Topics:

Issue	Actions	Status (Complete, still working, Problem Area)

Being Present is showing up and remaining engaged with our patients and with each other.

Meeting Activity: PMX Week is October 19th – 23rd. Share the calendar of virtual events with your team linked here. Take a few moments and ask each team member to share how they witnessed coworkers showing up and remaining engaged in 2020.



Check out the additional resources so you can be present for your team:

- "Present" [Manager Toolkit](#) – Resources to Celebrate the year of "Being Present"
 - Toolkit includes: template agendas, calendars, posters, graphics and how-to documents to celebrate how your team is present for patients and each other every day.
- [PMX Week Calendar of Events](#)
- [Guide to creating social media posts to go live system wide – No special account needed!](#)
- [Add PMX Week Celebratory background to your virtual meeting!](#)
- [Talking to your team about diversity and inclusion](#)
- [DiversityCOALITION](#) – schedule a facilitated workshop on diversity and inclusion
- Be Present for your team's well-being ([Wellness](#) resources):
 - LPHS employees
 - LGH employees (accessible to LGH employees only)
 - School of Medicine employees
 - Request a virtual well-being workshop

PRESENT
THE PENN MEDICINE EXPERIENCE



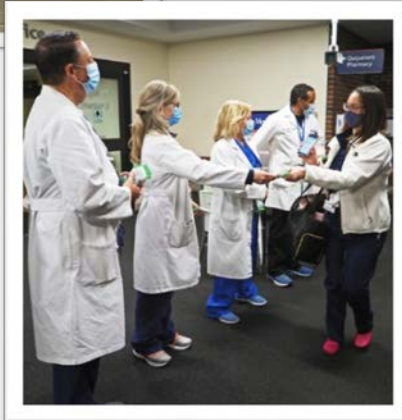
Present Key Messages: Timely Alignment with 2020



THE PENN MEDICINE EXPERIENCE
COMPASSIONATE - PRESENT - EMPOWERED - COLLABORATIVE - ACCOUNTABLE

- Being present with others increases their feeling of belonging and may reduce feelings of isolation if they're going through a difficult situation.
- Reassure others that you are here and will be here throughout their journey.
- Doing everything you can to reduce avoidable suffering or anxiety of others.
- Being present means having your focus, attention, thoughts and feelings all fixed on the task at hand.
- Provide eye contact and full attention and availability to the person(s) you are addressing in the moment.
- Minimize the use of handheld devices while in the presence of others.
- When you're "in" – you're all in.

PMX and Employee Engagement



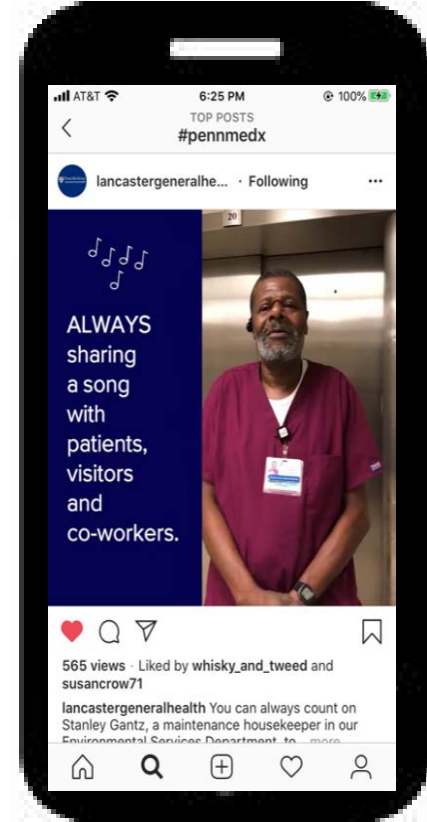
PENN MEDICINE
Experience Week



“I demonstrate being present by leaving my personal life at home so I can remain engaged and offer the best version of myself for my patients, my peers, and Lancaster General Health.”

ANGELA EDWARDS
Registered Nurse
4EW Spine and Surgical Trauma

Penn Medicine
Lancaster General Health



Upcoming Lunch with Leaders LIVECast

Financial Acumen at Penn Medicine

November 5, 2020 at 12 pm

Our
guests:

Keith Kasper, SVP & CFO UPHS

Regina Cunningham, CEO, HUP

Beth Johnston, Special Projects



Lunch with Leaders



Add the Series to your Outlook!

Upcoming Lunch with Leaders LIVEcasts



- Nov 5** *Financial Acumen at Penn Medicine*
- Nov 19** *Attitude of Gratitude: Recognizing & Rewarding your Team*
- Dec 3** *Onboarding New Penn Medicine Leaders*
- Dec 17** *Year in Review with Lunch with Leaders*
- Jan 14** *Interview with Kevin Mahoney*
- Jan 28** *Next Steps for Eliminating Racism, Bias and Inequity*
- Feb 11** *The Updated Penn Medicine Blueprint*

Click [here](#) or visit [Lead Strong Site](#) to add the event series to your Outlook calendar.

Exit Poll Everywhere

