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
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.
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.

Please note that the session will be recorded.
Welcome to Lunch with Leaders

‣ Welcome

‣ What is Lunch with Leaders?
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

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.

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

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?
Focus for 2020

WE ARE EXCEPTIONAL, committed to creating the best possible experience, leading to enduring connections with our colleagues, patients and families.
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.
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 of 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 emotions are you feeling today?

Emotions We Are Feeling

Snapshot for 7/30 Lunch with Leaders LIVECast
Reviewing PMX Standards to Ensure Equity

Enhanced Penn Medicine Experience Standards

Health Equity and PMX Standards Workgroup
Anna Stavchanskiy, RN and Natalya Tsyrlnik, 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.
PMX Toolkits: Huddle Sheets

October 2020 Huddle Sheet

- Present - Be present and remain engaged.
- Empowered - Empower others.
- Compassionate - Show compassion.
- Collaborative - Collaborate with others.
- Accountable - Take accountability.

Good Roads and Cool Chips

How One Nurse Protests Being Present with Patients

- All it takes is 10 mindful minutes.

Interruptions and Distractions in Health Care: Improved Safety with Mindfulness

- 5 simple mindfulness exercises for the workplace.

Box: Mindfulness exercises for patients and families.

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 concrete showing up and remaining engaged in 2020.

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

- "Present" Gameboard
- Toolkit: template agenda, calendars, posters, graphics and how to document to demonstrate how your team is present for patients and each other every day.
- PMX Week Calendar of Events
- Guide to creating social medias posts to do live stream - No special account needed!
- ePMX Stress Celebrations background for virtual meeting
- Teching to your team about diversity and inclusion
- "Being Present" schedule of workshops on diversity and inclusion
- Be Present for your team's well being (Food, education)
• 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

“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

ALWAYS sharing a song with patients, visitors and co-workers.
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
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