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:
Self-care Strategies for Managing Through 2021

February 25, 2021
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.

*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 last session?

As a young professional just starting my career, Lunch with Leaders has taught me countless leadership skills and eye opening professional advice as I continue to pursue my career in healthcare administration.

Again, THANK YOU, I am grateful for these sessions and look forward to attending each one as I gain a new skillset/prospective to take on in my future career/roles.

Ashley Cifarelli, MPH
CNS, Pediatrics, & Palliative, Department of Radiation Oncology

Pearls of wisdom for everyone to "be your authentic self"

Hearing on the history and creation of the Blueprint! How it resonates at all the entities and unifies us at the Health System.

Anonymous comments from the evaluation survey
mental health on your terms

Reserve a session with Dr. Thea Gallagher’s resilience group Today!

Maintaining Resilience - For Your Team

Self-care is more important now than ever. In these half-hour group discussions, we will discuss strategies for self-care with your team, and elicit ideas from one another about useful tips to stay healthy, mentally and physically, during these stressful times. In this team environment, participants will have the opportunity to share difficult experiences and related methods of coping during this pandemic (whether at work or at home). In a confidential, supportive environment, if you would like to schedule some time to have a moderator from the Center for the Treatment and Study of Anxiety support your team in any of these ways, please request a session. We will be in touch to learn more about how we can support you, and your team’s availability. Sessions are generally held from 8:30am and 5:30pm.

65% of COBALT users opted to enter the platform anonymously

www.penncobalt.com
March is Patient Safety Awareness Month!

Penn Medicine thanks you for your ongoing dedication to PATIENT SAFETY

Please join us virtually to celebrate achievements, collaboration, and innovation to improve patient outcomes.

We are Stronger Together!

Click on Patient Safety Awareness Month button under “What’s Hot” on the intranet homepage.

Videos, Activities, Resources and more!
Text Your 80s Photos for the Next LIVECast!

Wax On. Wax Off. Everything I Needed to Know I Learned from 80s Pop Culture

March 11, 2021 at 12pm

Starring Chris Clew, speaker and author of the book series, "What 80s Pop Culture Teaches Us About Today’s Workplace"

1. Include photo, name, entity and a tagline
2. Press Send

Check display via Tint after approval
Today’s Objectives

- Learn how to identify signs of moral distress and burnout on self, team and patient care
- Understand techniques to take care of oneself and team and restore resilience
- Hear leadership stories and insights on how leaders have navigated their journey
- Connect with others and share ideas on how to keep the spirits high and support each other
Participate in Poll Everywhere

#1

To: 22333

#2

What emotions are you feeling today?
Lunch with Leaders Guests

Thea Gallagher, PsyD
Assistant Professor and Director, Center for the Treatment and Study of Anxiety, Psychiatry, and Penn COBALT

Angela Coladonato, DNP, RN
Chief Nursing Officer, CCH

Bob Challender
Chief Operating Officer, Pathology & Laboratory Medicine

Craig Loundas, PhD
Associate Vice President for Patient Experience, PMA
What emotions are you feeling today?
Identifying Symptoms of Stress and Burnout

Stress and Burnout
- Fear
- Anxiety
- Strong Emotions
- Change
- Overwhelm
- Workplace Stress

What are the symptoms?
- Feeling irritation, anger, or in denial
- Feeling uncertain, nervous, or anxious
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating
Tips and Techniques: Ask Yourself

- Am I exercising, eating regularly, and getting seven to eight hours of sleep a night?
- What helps me to disconnect from stress?
- What feels recharging/life-giving for me?
- What do I have control over, and what do I not have control over?
- Who can I talk to about my concerns?
- How could I off-load some of the things that are causing me stress at work?
Tips and Techniques

- Physical separation from devices.
- Away message for emails when not at work.
- Not checking emails when not “on the clock.”
- Turning off work email/Slack channel/Teams notifications.
- Reflective journaling.
Patient Experience Data: HCAHPS

Penn Medicine - HCAHPS - COMM W/ DOCTORS, COMM W/ NURSES, Rate hospital 0-10
Six Hospital Trend - % ‘Always’ & ‘9 or 10’

Question
- COMM W/ DOCTORS
- COMM W/ NURSES
- Rate hospital 0-10

<table>
<thead>
<tr>
<th>Question</th>
<th>Quarter of Data</th>
<th>2018 Q1</th>
<th>2018 Q2</th>
<th>2019 Q3</th>
<th>2019 Q4</th>
<th>2020 Q1</th>
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<th>2021 Q1</th>
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Patient Experience Data: Likelihood of Recommending

Penn Medicine - Likelihood of recommending (% 'Very good')
Clinical Practices of the University of Pennsylvania, Penn Primary Care, Penn Specialty Care

Quarter of Data

FY 2019 Q3  FY 2019 Q4  FY 2020 Q1  FY 2020 Q2  FY 2020 Q3  FY 2020 Q4  FY 2021 Q1  FY 2021 Q2
Next Lunch with Leaders LIVECast

Don’t forget to text your 80s photos to +1-215-631-8819!

Wax On. Wax Off.
Everything I Needed to Know I Learned from 80s Pop Culture

March 11, 2021 at 12pm

Our guest: Chris Clew, a speaker and author of the book series, "What 80s Pop Culture Teaches Us About Today’s Workplace"
Add the Series to your Outlook!

Upcoming Lunch with Leaders LIVECasts

March 25  Building Powerful Pairs!
April 8     Elegant Off-Boarding and Transition Planning Essentials

Stay tuned for more!

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