

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 →

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

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)

The event is live - You are in a view only role and can not be seen or heard DISMISS

100% 75% 50% 25% 0%

2004 2005 2006 2007 2008 2009 2010 2011

RED BLUE GREEN YELLOW

Lunch with Leaders LIVECast: **Self-care Strategies for Managing Through 2021**

February 25, 2021



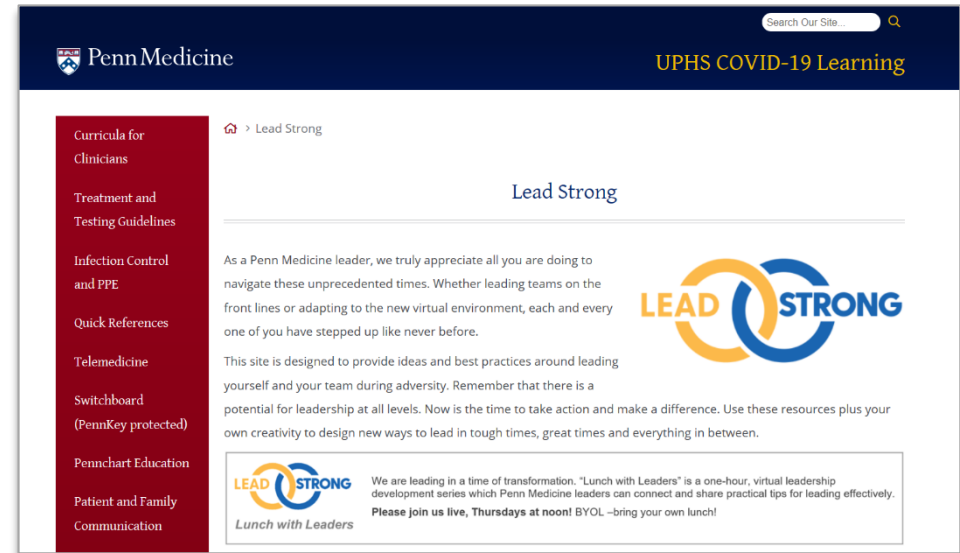
Virtual Meeting Norms

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.

Welcome to Lunch with Leaders

- ▶ Welcome
- ▶ What is *Lunch with Leaders*?



The screenshot shows the Penn Medicine UPHS COVID-19 Learning website. The header includes the Penn Medicine logo and a search bar. The main content area is titled "Lead Strong" and features a red sidebar with navigation links: 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 text welcomes Penn Medicine leaders and provides information about the "Lunch with Leaders" program, which is a one-hour, virtual leadership development series held on Thursdays at noon. The "LEAD STRONG" logo is prominently displayed.

Penn Medicine

UPHS COVID-19 Learning

Search Our Site...

Curricula for Clinicians

Treatment and Testing Guidelines

Infection Control and PPE

Quick References

Telemedicine

Switchboard (PennKey protected)

Pennchart Education

Patient and Family Communication

Lead Strong

As a Penn Medicine leader, we truly appreciate all you are doing to navigate these unprecedented times. Whether leading teams on the front lines or adapting to the new virtual environment, each and every one of you have stepped up like never before.

This site is designed to provide ideas and best practices around leading yourself and your team during adversity. Remember that there is a potential for leadership at all levels. Now is the time to take action and make a difference. Use these resources plus your own creativity to design new ways to lead in tough times, great times and everything in between.

LEAD STRONG

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!**

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"

Transparency of the dialogue

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



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 8-8:30am and 5-5:30pm.

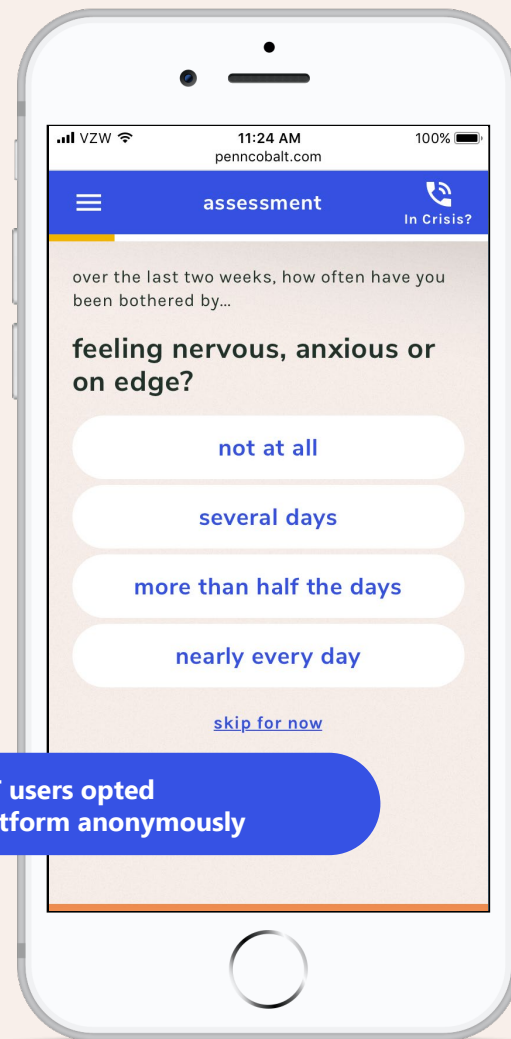
[request a session](#)

www.penncobalt.com

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



**65% of COBALT users opted
to enter the platform anonymously**



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.

Patient Safety
Awareness Month

LIVE from March 1

Videos, Activities, Resources and more!

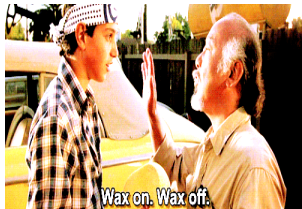


Text Your 80s Photos for the Next LIVECast!

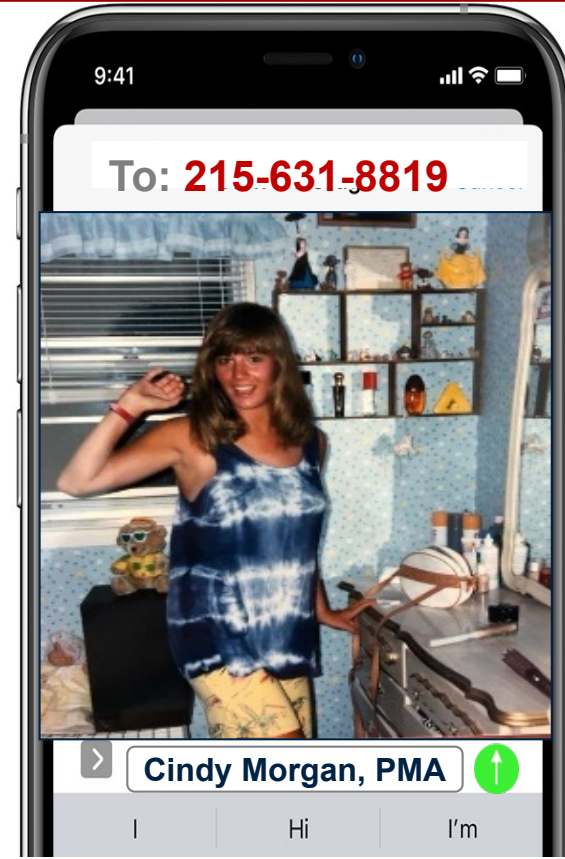
Wax On. Wax Off. Everything I Needed to Know I Learned from 80s Pop Culture



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"



**Text
your 80s
photos
to us!**

**1. Include
photo,
name,
entity and
a tagline**

**2. Press
Send**

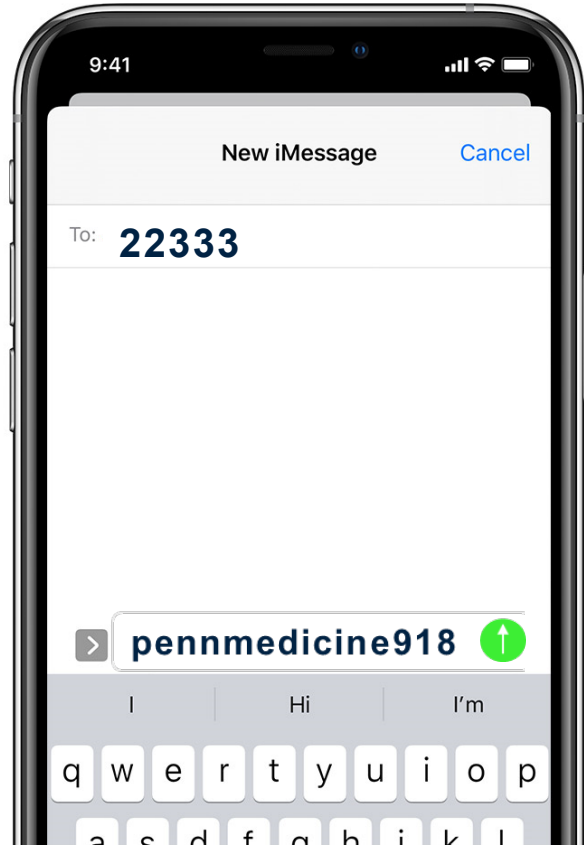
Check [display](#) via Tint after approval

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



#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?



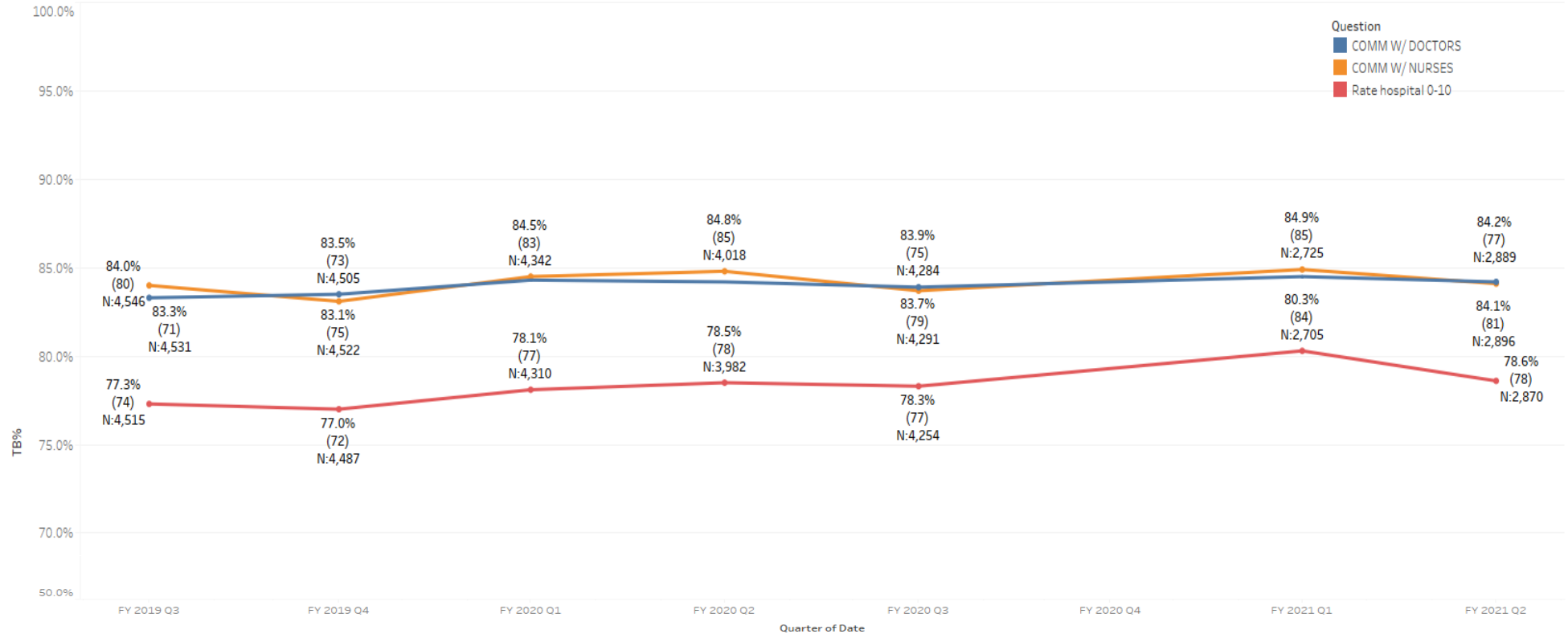
Tips and Techniques



- ▶ 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.

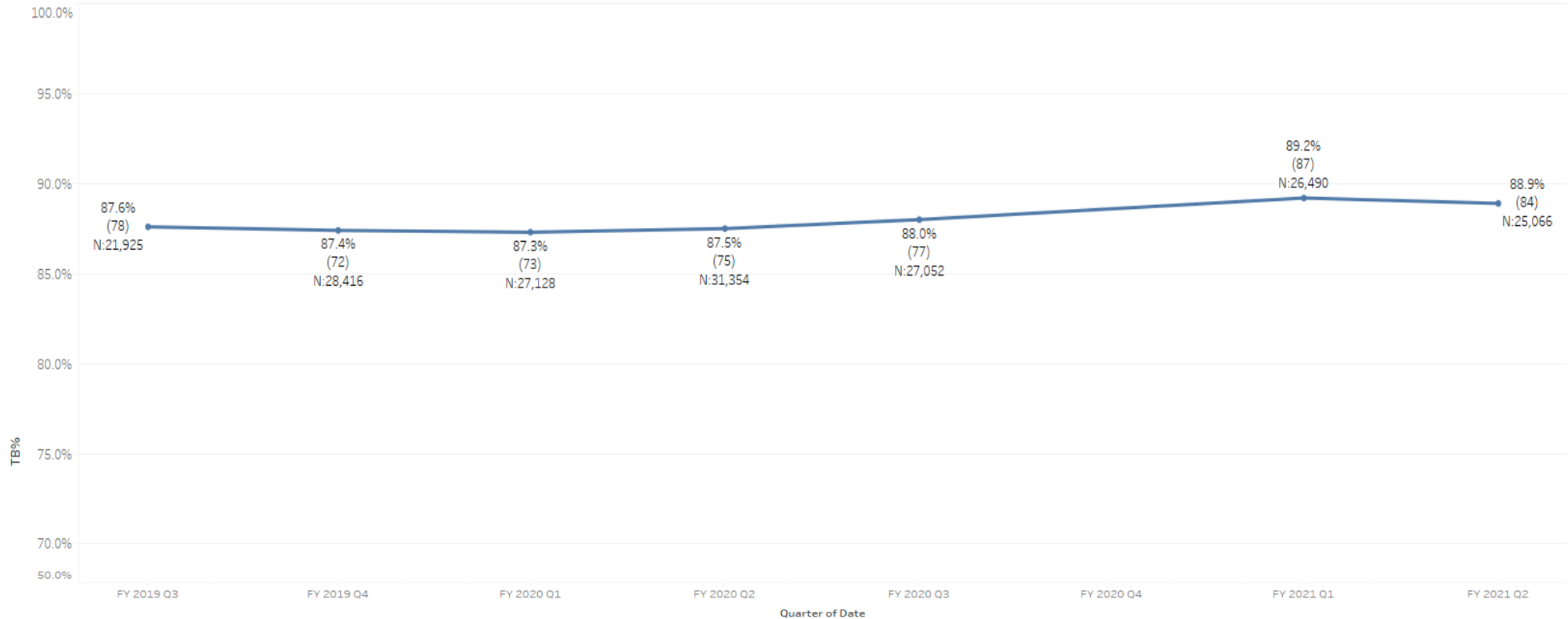
Patient Experience Data: HCAHPS

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



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



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

