



Session Title: Co-Designing Through the Crisis at the Sharp End

Presenters: Ellen Crowe, RN, BSN, MBA, The Connecticut Hospital Association, and Donna Drouin

Lindsey Galli : Please add any questions for the presenters here in the chat box

Lindsey Galli : I love that analogy!

Kellie Goodson : Great story!

Lindsey Galli : Any questions for Ellen and Donna for the Q & A portion of their presentation?

Bill Adams : Any thoughts about defining a patient care partner so they aren't considered a visitor and are considered a member of the patient's care team? And if yes, is any organization including that in the policies about the use of scarce resources during a pandemic like Covid19?

Sue Collier : This is a great example of having a strong foundation that can sustain anything, even a pandemic! What advice do you have for systems/clinical areas that are "dropping" their PFE work during the pandemic because of so many competing priorities?

Bill Adams : Thanks

Sue Collier : Amen! Unfortunately, I have heard from too many hospitals/systems that the foundation was not well-established, hence easy to "stop". Agree it is so vital, even more so during "crisis"! The outcomes you shared by cohort/unit provided strong support.

Sue Collier : Agree! We need more outcomes and example of benefits and ROI to reinforce among all clinical areas. Thank you.

Lindsey Galli : What is one idea or insight you had from this breakout session that you will bring back to your organization?

Cherie Binns : Ask patient , upon admission, if there is anything the staff needs to know about them to make them more comfortable or less anxious.

Bill Adams : Don't stop patient and family engagement work in a time if crisis. It is even more important then.

Bill Adams : wine=time (though wine is good too

Lindsey Galli : Great ideas! Keep them coming!

Cindy Scollard : Metro Health Center Group Patient Family Advisors have virtual meetings. Thank you the information presented.

Norma Ruiz : I will bring back the fact that we did all of the things that Ellen talked about, so exciting to hear that we have been doing this for a while now!!!

Alice Gunderson : Hand off during shift change is great!!

Lindsey Galli : We have the happy hour coming up Bill!

Martha Schulenburg : Are meeting virtually. My thoughts are that it's important to see faces because it helps connect with more interactions.

Cynthia Cruz : Thank you everyone!

Alison Newton : Ensuring the powerpoint will be emailed?

Alison Newton : Thank you!