

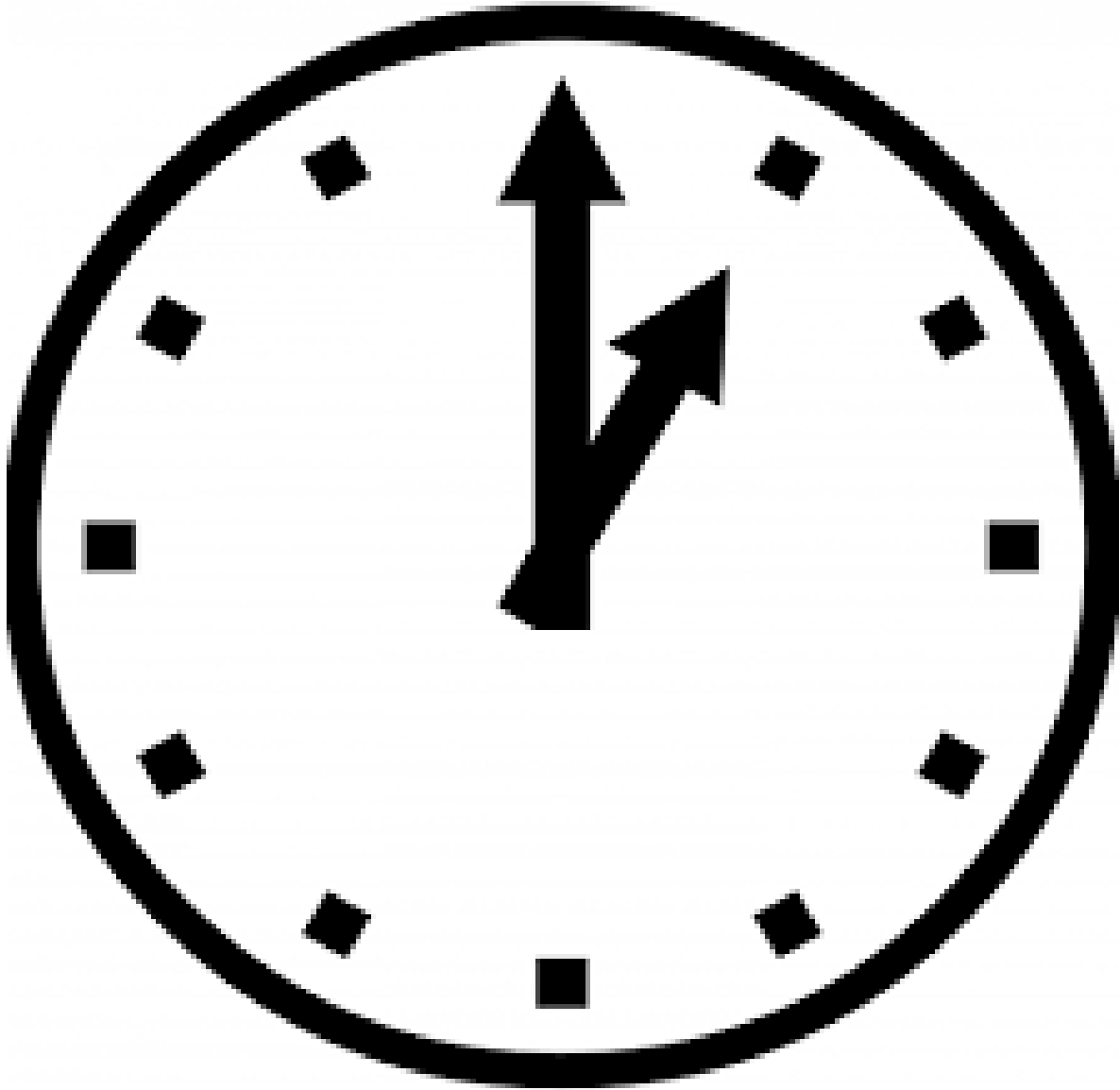


# MBQIP Summer 2020 Meeting Part One

Barbara DeBaun, MSN, RN, CIC

West Virginia

July 14, 2020



Let's get  
started

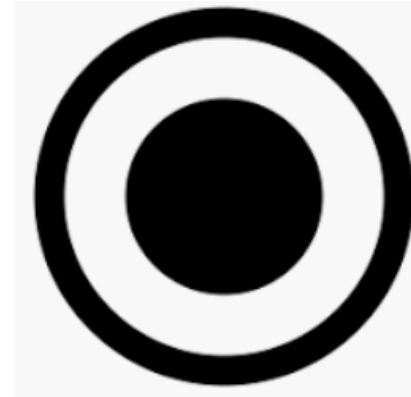
# Using Zoom



All lines are UNMUTED upon entry, you can MUTE yourself as needed

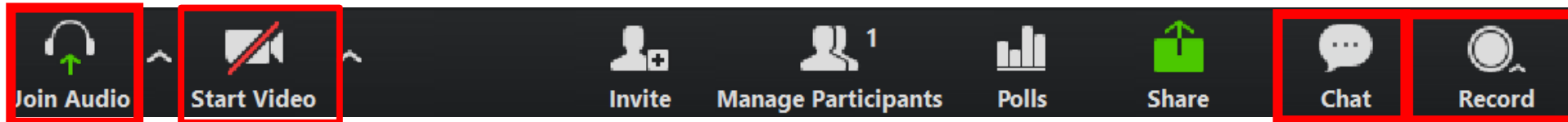


Click “chat” to open the chat box



Session is being recorded

Would love to see you on video - please turn on your camera!



# Learning Objectives



DESCRIBE KEY APPROACHES TO  
BUILDING RESILIENCY IN STAFF DURING  
A PANDEMIC



DISCUSS KEY STRATEGIES TO SUPPORT  
PSYCHOLOGICAL SAFETY AND  
PROMOTE EMOTIONAL WELLNESS



DESCRIBE KEY STRATEGIES TO  
EFFECTIVE COMMUNICATION WITH  
COMMUNITY PARTNERS

# BRN Contact Hours

- **To earn 2.0 BRN contact hours for attending today's webinar:**
  - Complete and submit the post webinar Survey Monkey. A link to the survey will be sent via email after the webinar concludes.
  - You must participate on the webinar for at least 100 minutes.
  - Certificates will be issued via email within one week after submitting the survey.



Update from Dianna

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Kick it to  
Barb

# Questions we asked you to consider:

1. Do you have any positive experiences you can share about building resiliency among your hospital staff? Examples of staff appreciation? Psychological support?
2. How are you helping staff to stay engaged, avoid burnout, while still preparing for the uncertainties of the future and a potential surge?
3. How are you engaging your patients and community in your preparations for the future?
4. Have you scripted messages for your community so they will know you are providing a safe space and are ‘open for business’?
5. Have you been able to continue to focus on ‘quality measures’ during “all-COVID/all-day”?
6. Do any of you have any best practices you can share?
7. Is there something you would like to do to increase resiliency, patient and community engagement, etc. but are unsure how?



# Big thanks to...



- Michelle Deeds
  - Patty Fields
- Shawn Kessler
  - Patti Swann



How is  
everyone  
doing?





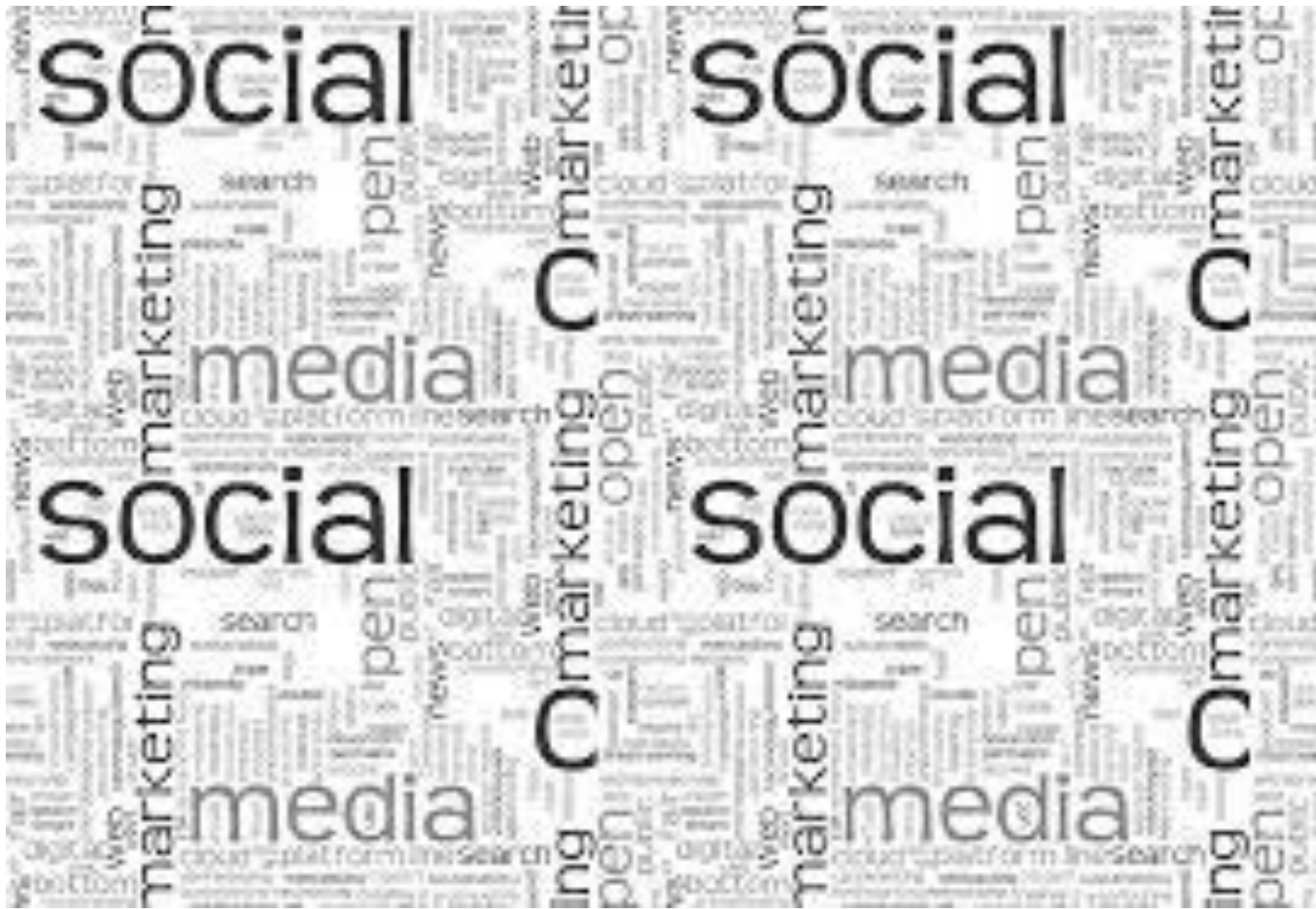
Time to share...  
building  
resiliency, staff  
appreciation,  
psychological  
support



Cross  
Training:  
Patti Swann



Morale Boosters: Patty Shields



Public  
Recognition:  
Michelle  
Deeds



Community  
Appreciation:  
Shaun Kessler



Community  
Appreciation:  
Patti Swann





Psychological  
Support:  
Patty Shields  
and Patti  
Swann



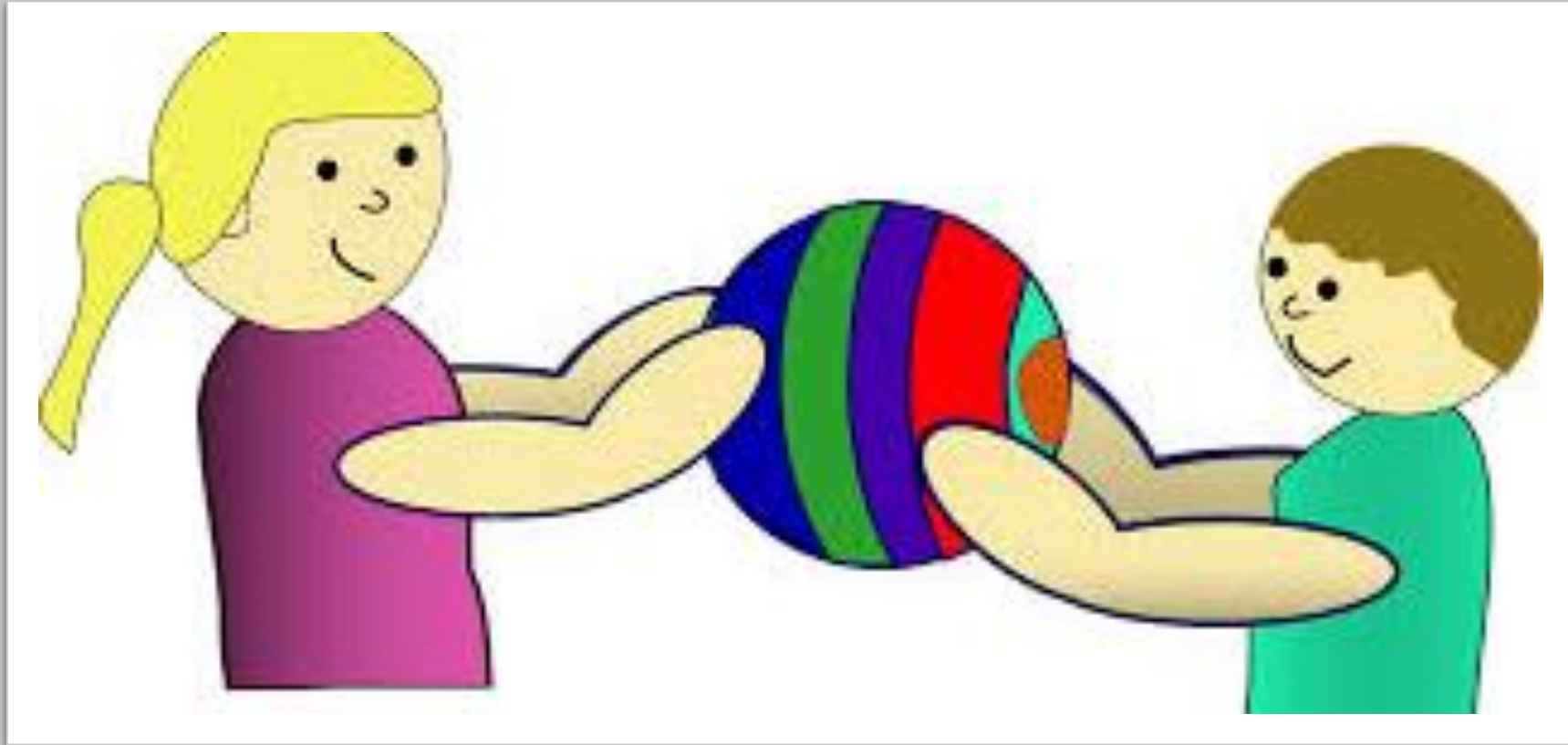
Pause for discussion and more sharing



Engagement,  
Burnout,  
Readiness  
during times of  
uncertainty



Communication Sweet spot: Shaun Kessler and Michelle Deeds



Pause for discussion and more sharing

# Patient and Community Engagement

Telehealth  
Revelation: Patti  
Swann



**Video Visits Now Available**

## Jackson General Hospital

### Video Urgent Care Visits

To promote social distancing, our walk-in clinics will be providing Video Urgent Care visits via your smart phone or computer today.

You can get medical attention quickly and safely at no cost until May 15, 2020, we will waive all personal pay fees, including deductibles or co-payments.

If you have symptoms such as a cold, a sinus infection, or the flu, often treated at a urgent care center or you physician office, you can reach a health care professional without leaving home (currently available for patients physically located in West Virginia). Your smart-phone, computer, or tablet is all you need.



**Call (304) 373-1514**

To schedule your video urgent care visit

**Video Urgent Care Hours Are:**

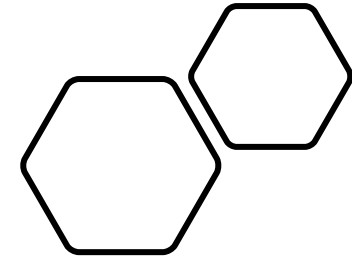
Monday-Saturday 8 am to 8 pm

& Sundays 11 am to 6 pm



JACKSON GENERAL HOSPITAL

[wvmedicine.org/jackson-general-hospital](http://wvmedicine.org/jackson-general-hospital)







What have others discovered about telehealth?



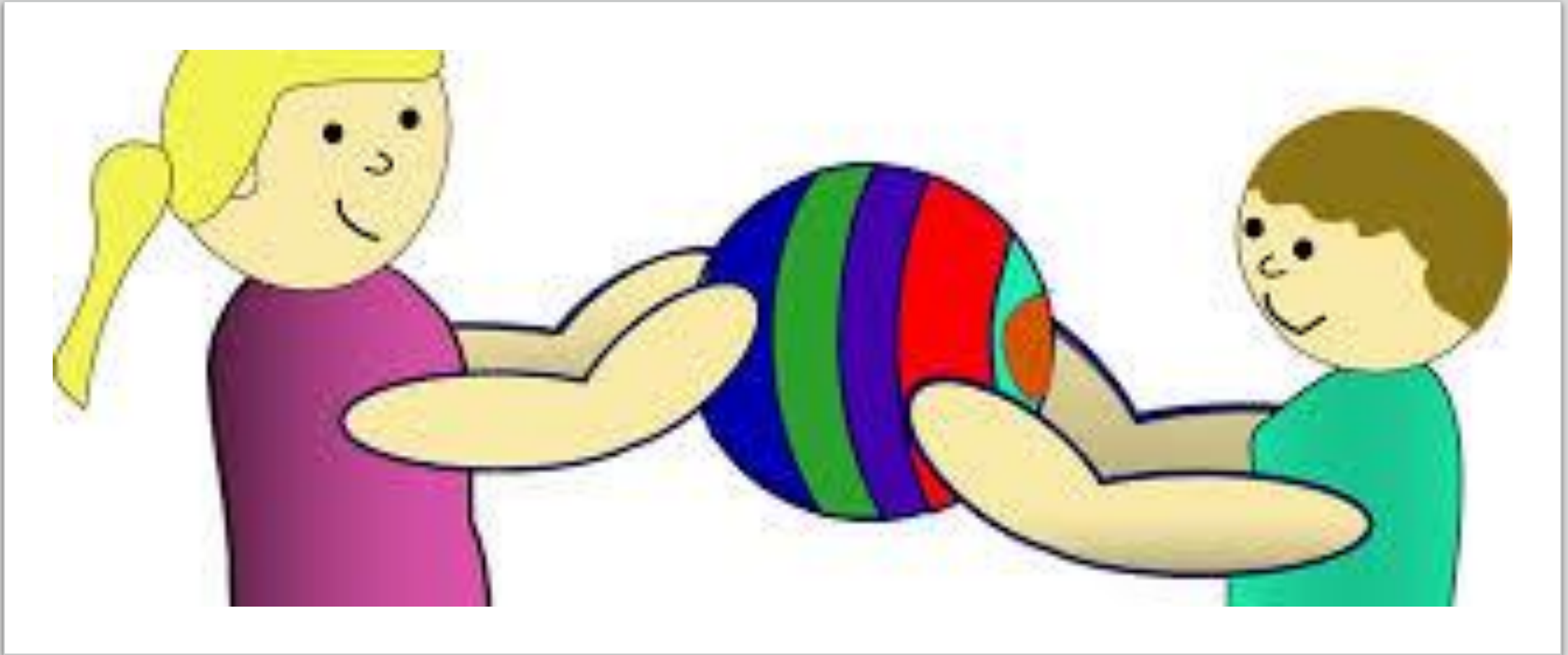
Community  
Education:  
Patty  
Shields



Local Newspaper and Radio Stations: Michelle Deeds



How to  
message  
when future is  
uncertain:  
Shaun Kessler



Pause for discussion and more sharing



Scripting  
messages  
about safe  
spaces: Shaun  
Kessler



Scripting from  
a surgeon:  
Patti Swann





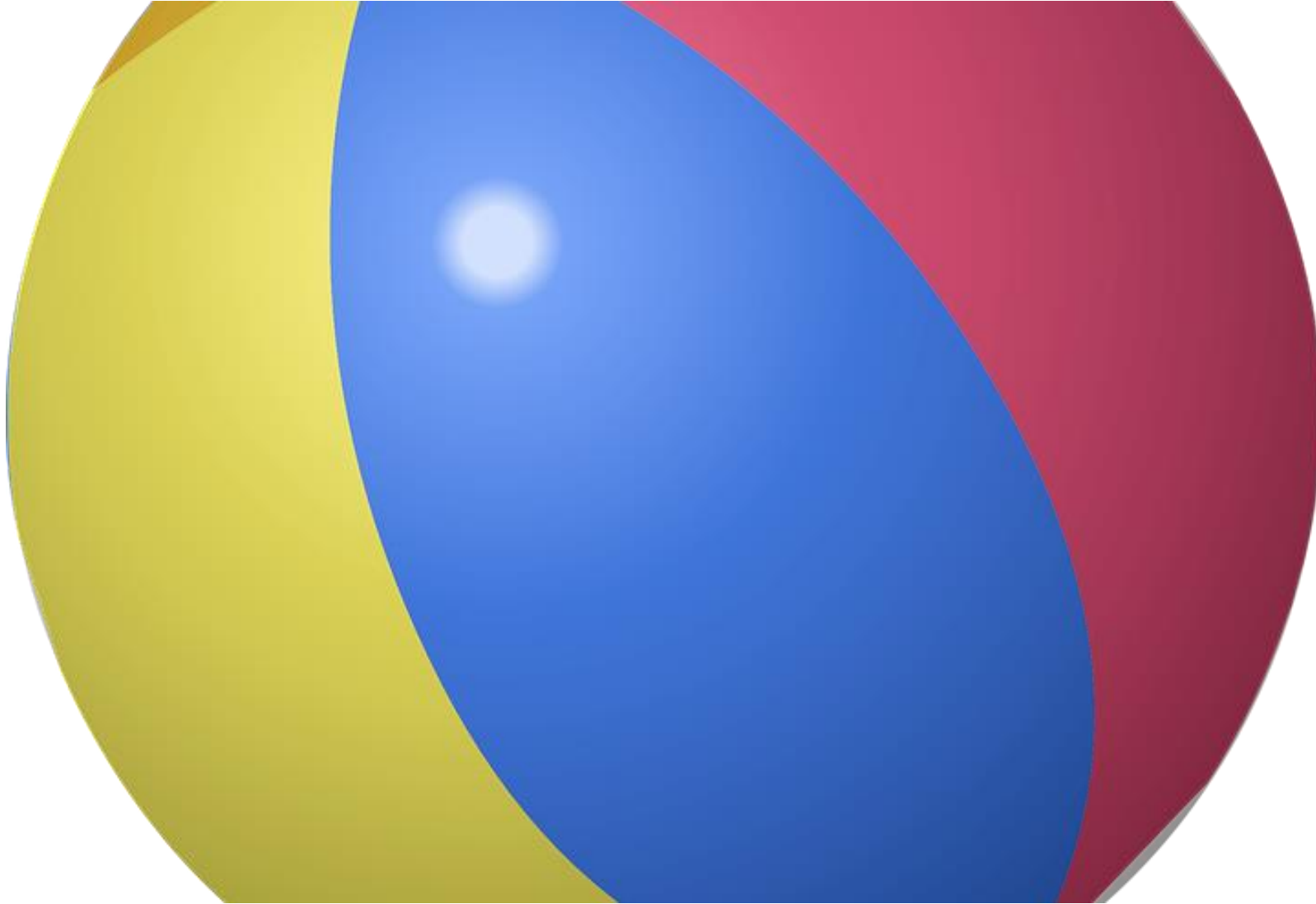
New  
construction  
= hope:  
Michelle  
Deeds





Pause for  
more sharing






Keeping your  
eye on the  
ball? How are  
we doing with  
quality  
measures?



We hit the  
breaks but  
are back on  
track: Shaun  
Kessler



Quality is  
our focus,  
but it hasn't  
been easy

Some examples of practice success





Mock drills:  
Shaun  
Kessler



Curbside lab  
draws: Patti  
Swann



## Jackson General Hospital

**NOW OFFERING**

### Curb Side Lab Service

For standard orders WVU Medicine/Jackson General Hospital is offering curb side lab service to keep you & your family safe during COVID-19. Pre-Register from home of call (304) 373-1560 from your vehicle and staff will come out to you.

Standard lab orders will be taken at the front of the hospital (main entry doors) Monday - Friday from 8 a.m. to 10 a.m.  
122 Pinnell Street, Ripley, WV



**PRE-REGISTER TODAY:  
(304) 373-1560**

[wvumedicine.org/jackson-general-hospital](http://wvumedicine.org/jackson-general-hospital)



JACKSON GENERAL HOSPITAL

Community  
Outreach





# The Wright Stuff



There must be many other great examples...please share yours

What do you need help/support with?



Helping  
hand



If you don't  
ask, we can't  
help



Tomorrow, we  
continue the  
discussion about  
how to journey on  
with MBQIP  
improvement



## Summary and Next Steps



We will see  
you  
tomorrow

<https://www.surveymonkey.com/r/S5YLJR2>



*Provider approved by  
the California Board of  
Registered Nursing,  
Provider number CEP  
15958 for 2.0 contact  
hours*





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