



HONNÊTE

REIMAGINE POSSIBLE



Patient Centeredness in the Age of COVID-19:

A Comprehensive Webinar Series for Sustaining Medical Home Operations

Webinar 5/5: Office Morale and Safety





Today's Presenter:

Ilse Bell MD, PCMH CCE

Senior Consultant, Honnête

Patient Centeredness in the Age of COVID-19

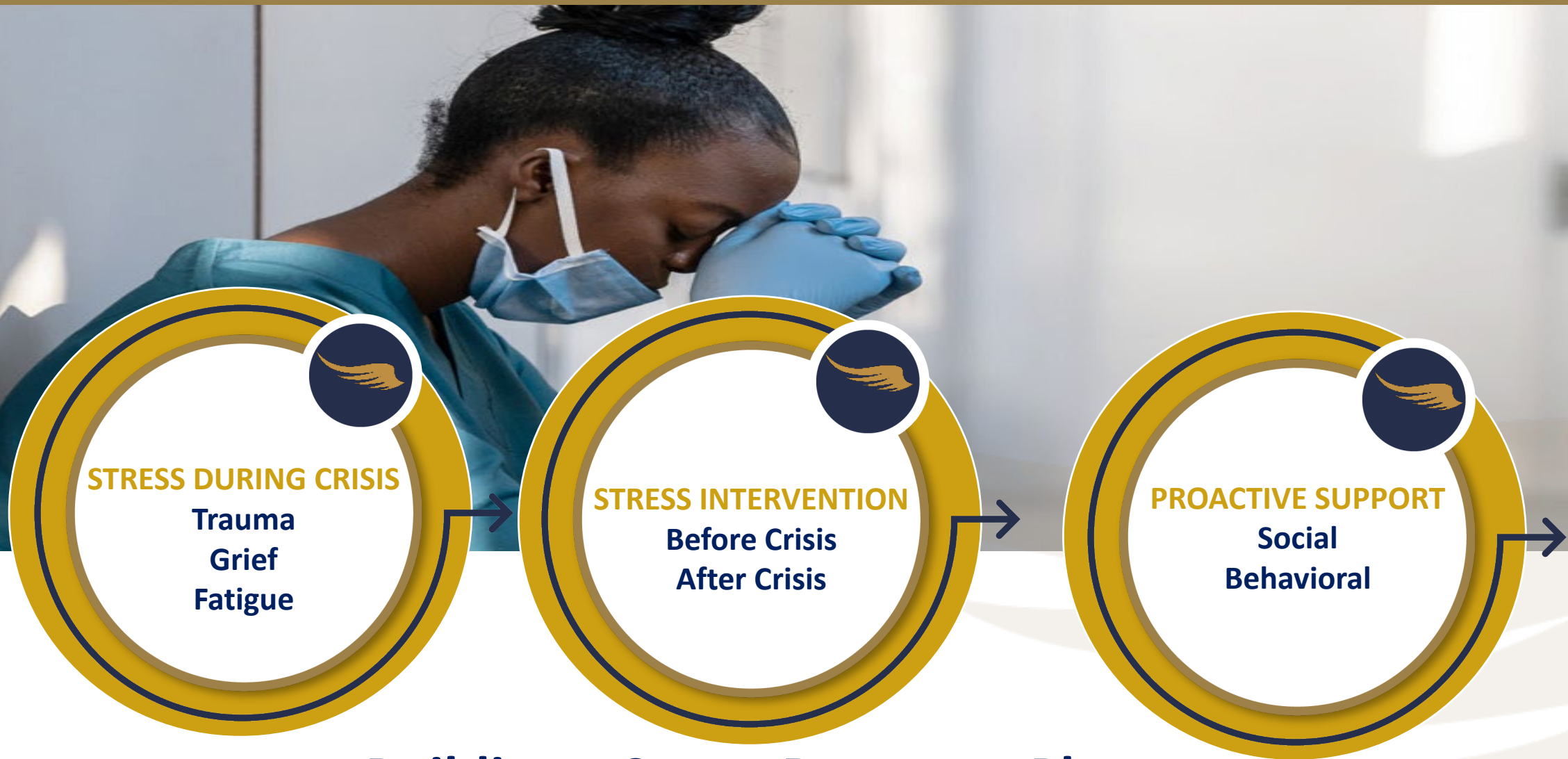
A Comprehensive Webinar Series for Sustaining Medical Home Operations



Office Morale and Safety

- Establish a Staff Well Being Program
- Stress First Aid
- What Worked During the Crisis? What Needs Improvement?





Building a Stress Response Plan

Patient Centeredness in the Age of COVID-19: Office Morale and Safety

Staff Reassignment

Training

Mentorship

Professional Support

Administrative Tasks

Clerical Burden

Clinical Decision Support

Practice Workflows

Verbal Orders


Standing Orders



Patient Centeredness in the Age of COVID-19: Office Morale and Safety

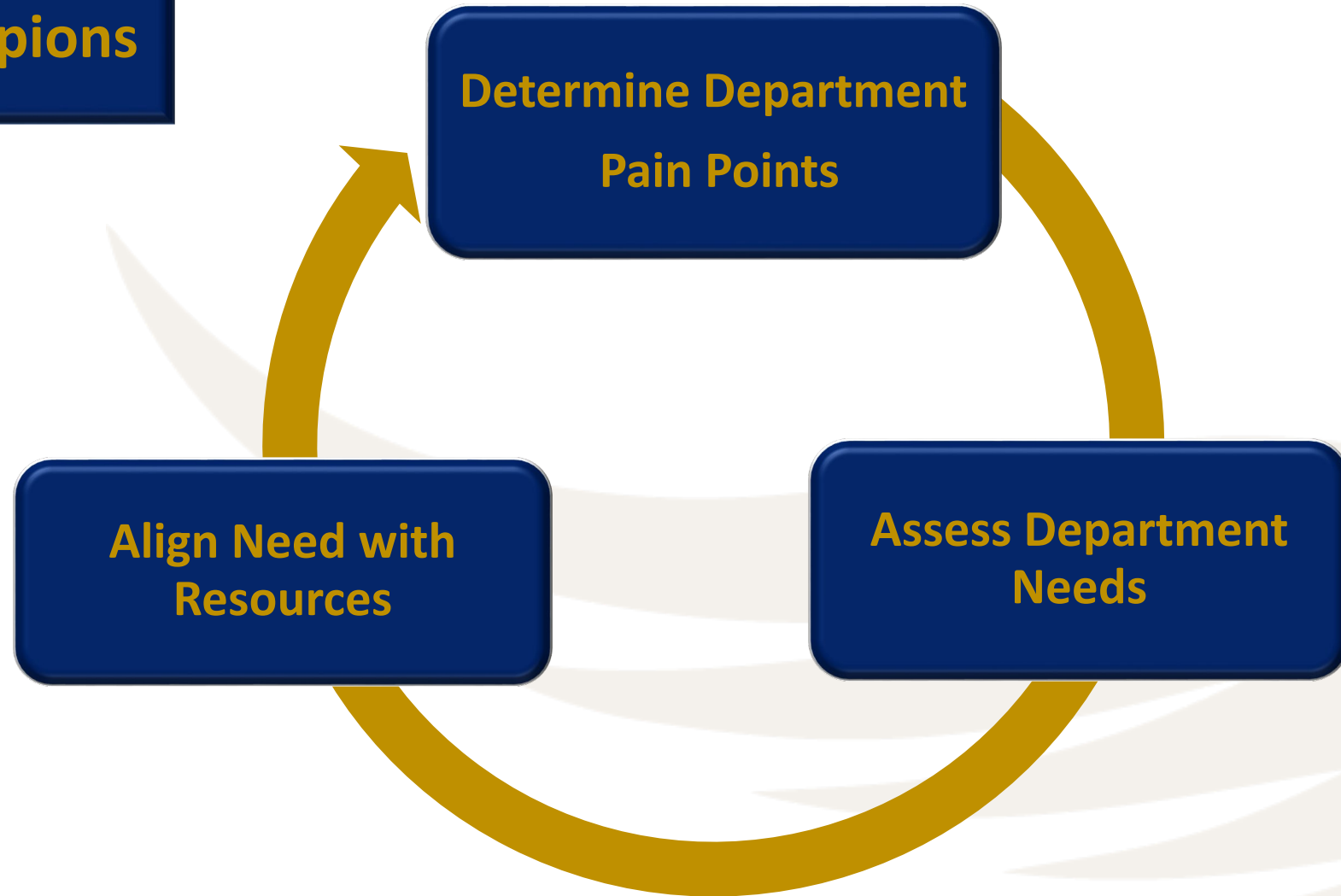
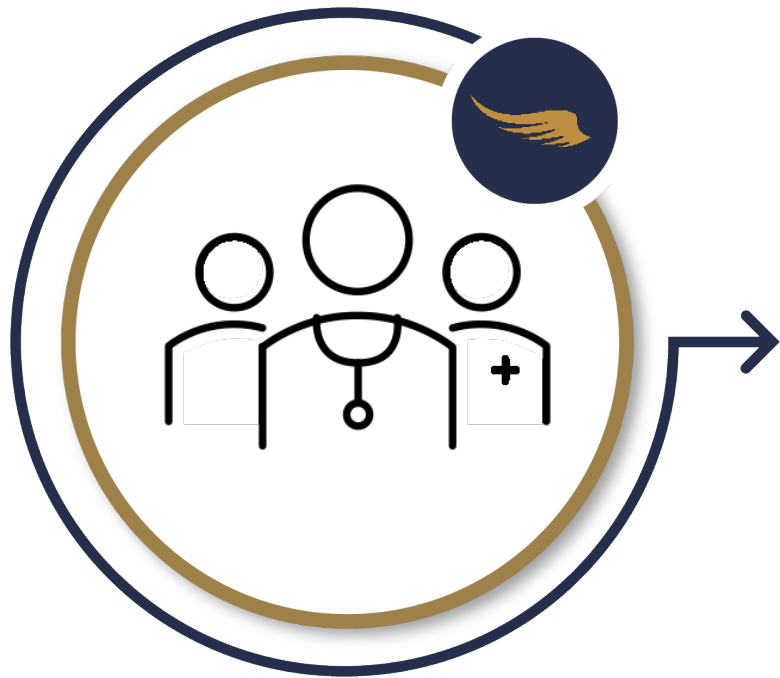


Office Morale and Safety

- Establish a Staff Well Being Program 
- Stress First Aid
- What Worked During the Crisis? What Needs Improvement?



The Role of Workforce Champions



Patient Centeredness in the Age of COVID-19: Office Morale and Safety

Leadership



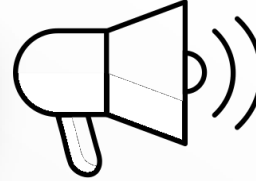
Be Engaged

Multiple levels

Visible

Interactive

Communicate



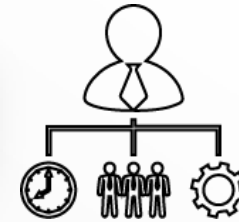
Use Multiple Platforms

In person

Electronic

Virtual

Transparency



Quell Anxiety

What do we know?

What don't we know?

What are we doing?

Community Focus



Assess Community Needs

- PPE
- Staff illness
- Increased community risk



Listen and Respond

Provide additional support

- Childcare
- Time off
- BH support



Use Your Network

- Community Resources
- Health Centers
- HCCN

Office Morale and Safety

- Establish a Staff Well Being Program



- Stress First Aid



- What Worked During the Crisis?
What Needs Improvement?



**Communicate
Updates**

Refresh Your Plan

**Incorporate Staff
Feedback**

Incorporate What You've Learned



Patient Centeredness in the Age of COVID-19: Office Morale and Safety

Preparing Your Staff for the Future



What Do We
CHANGE?

What Do We
KEEP?

How Do We
MEASURE SUCCESS?

Patient Centeredness in the Age of COVID-19: Office Morale and Safety



Physician Support Line

<https://www.physiciansupportline.com>

Project Parachute Frontline worker teletherapy

<https://project-parachute.org>

AMA Staff Surveys

<https://clinician.health>

AAFP Virtual Visit Algorithm

https://www.aafp.org/dam/AAFP/images/journals/blogs/inpractice/telehealth_algorithm.png

CMS Telemedicine Toolkit

<https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

Creating the Organizational Foundation for Joy in Medicine™

<https://edhub.ama-assn.org/steps-forward/module/2702510>



Thank You



**PCMH CCE Exam
Training**



**PCMH
Consultation &
Training**



**Education
Webinars**



**Annual Reporting
Support**

