



COVID-19 Resource

Guidance for keeping humanity at the core of your COVID-19 response

THE POWER OF HUMAN-CENTEREDNESS

“Helping someone else through difficulty is where civilization starts. We are at our best when we serve others.”
– Margaret Mead

PEARLS OF WISDOM FROM DR. BRIDGET DUFFY

COVID-19 is putting stress and strain on healthcare team members, leaders, and resources as they respond to their communities' needs for care and caring in a time of fear and uncertainty. Now more than ever, it's critical to share the collective wisdom of the Experience Innovation Network so that we can support the safety and well-being of our teams and patients. Below you will find a list of actions and policies being implemented across member health systems. In addition, here are a few reminders to help you remain human-centered as COVID-19 evolves:

- **Be mindful of your own humanity.** As leaders in a time of uncertainty, your well-being is essential. Be mindful of the things that help you be well physically, emotionally, cognitively, and spiritually.
- **Take care of the caregivers.** Care team members need your support, compassion, and empathy - especially when resources are strained. They also have great ideas for innovation and improvements that will help you weather this challenge.
- **Communicate with empathy.** When communicating emerging information and guidelines for safety, remember to consider feelings as well as facts.
- **Use data to build trust and hope.** Remember that morbidity and mortality stats are not numbers, they're people. Share their stories with humanity and humility.
- **Use your network for information, insight and support.** Now is the time to share: safety plans, guidelines, communication plans, success stories, support. The more we share, the more we can focus on taking care of our communities instead of reinventing.

We know that the next few weeks or months are likely to be challenging. We are profoundly grateful to all of the leaders and care team members who are supporting patients and communities through this uncertainty, and for the spirit of sharing that guides this community.

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