



Institute for
Healthcare
Improvement

The Conversation Project

**Bright Spots and the Importance of our Shared
Humanity/Connectedness**

May 20, 2020



**Patty Webster
Naomi Fedna**

WebEx Reference

The screenshot displays the Cisco WebEx Events interface. The main presentation slide features the logo for the Institute for Healthcare Improvement, the date August 14th, 2018, and the title "New WebEx Orientation". A text overlay on the slide states "These presenters have nothing to disclose" and lists the names "William Scott", "Maureen Berry", and "Garrett Scalton". A sidebar on the left contains navigation icons. A bottom toolbar includes icons for audio, video, screen sharing, and chat. A right-hand panel shows participant information, including a list of participants and a chat window. A small "Audio Connection" dialog box is open, showing options to "I Will Call In" or "Call Using Computer".

File Edit Share View Communicate Participant Event Help

Connected

Sharing WebEx Orientat

Institute for Healthcare Improvement

August 14th, 2018

These presenters have nothing to disclose

New WebEx Orientation

William Scott
Maureen Berry
Garrett Scalton

Audio Connection

I Will Call In

Call Using Computer
Change settings

Participants (1)

Panelist: 1

GS Garrett... (Host...)

Attendee: 0 (0 displayed)

Chat

To: All Participants

Enter chat message here

Polling

Audio settings

Open chat

Chat to "All Participants"



The Conversation Project Field Team



Patty Webster
Advisor, Community
Engagement



Naomi Fedna
Project Coordinator

Warm-up Question

Type into the chat box the following:

Your name, organization, where are you located

Make sure you send your message to “All Participants.”

A public engagement campaign dedicated to assure
that everyone's wishes for end-of-life care are
expressed and respected.

the conversation project

Agenda

- Framing
- Sharing our stories
- Opportunities and wrap up

What brings you HOPE about Covid-19



CHAT Question

Type into the chat box the following:

What is YOUR overload at the moment?

Make sure you send your message to
“All Participants.”

Merriam-webster

bright spot noun



Definition of *bright spot*

informal

: a good thing that occurs during a bad or difficult time

// Car sales were one of the few *bright spots* for the economy last year.

CHAT

Share across the call in the chat box:

What is one of your bright spots at the moment?

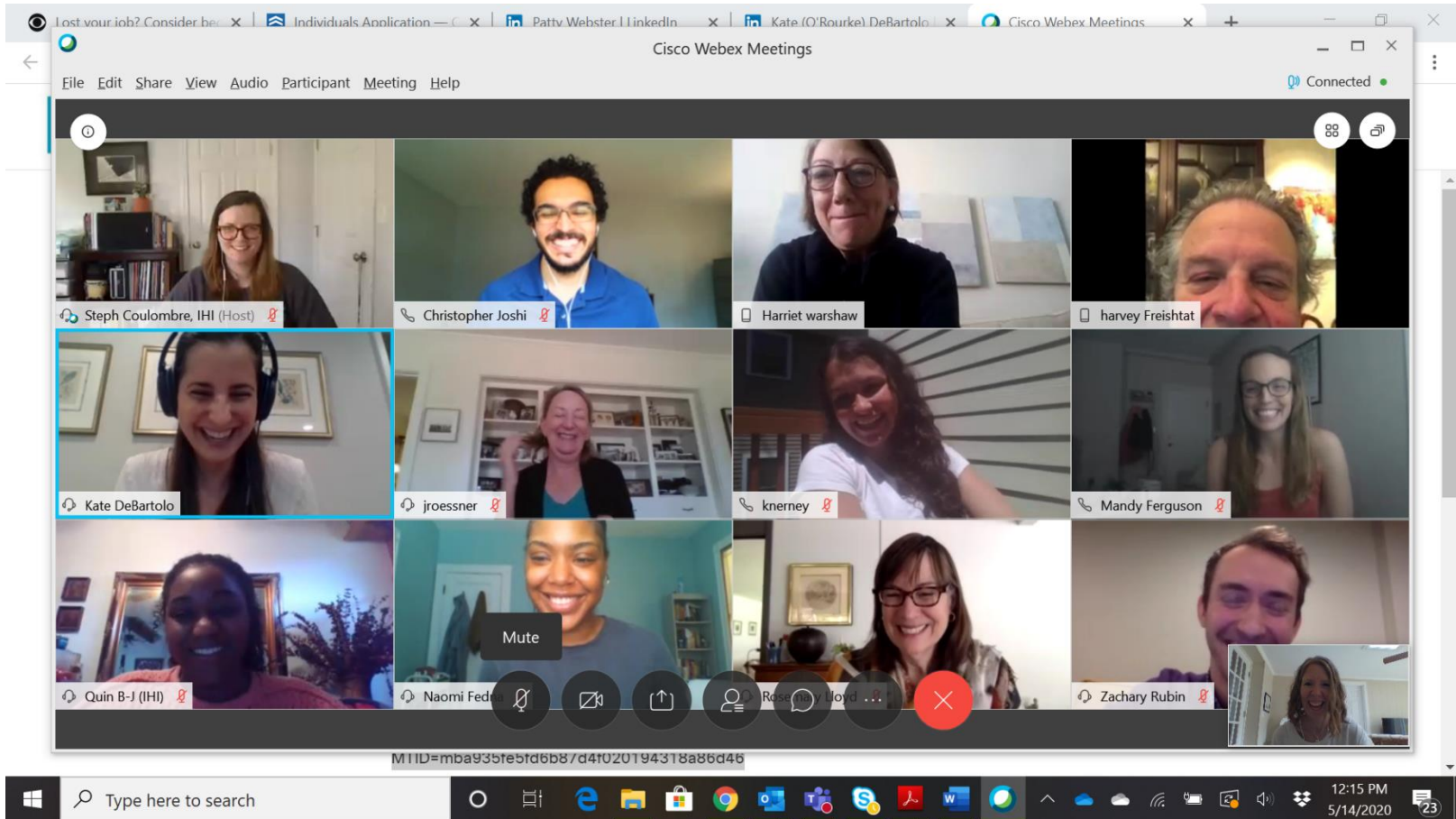
E.g. How are you reaching people to support conversations about what matters most when it comes to life, living and care wishes?

Make sure you send your message to
“All Participants.”

My Bright Spots (always!)



My Bright Spots



TCP Bright Spots: YOU!



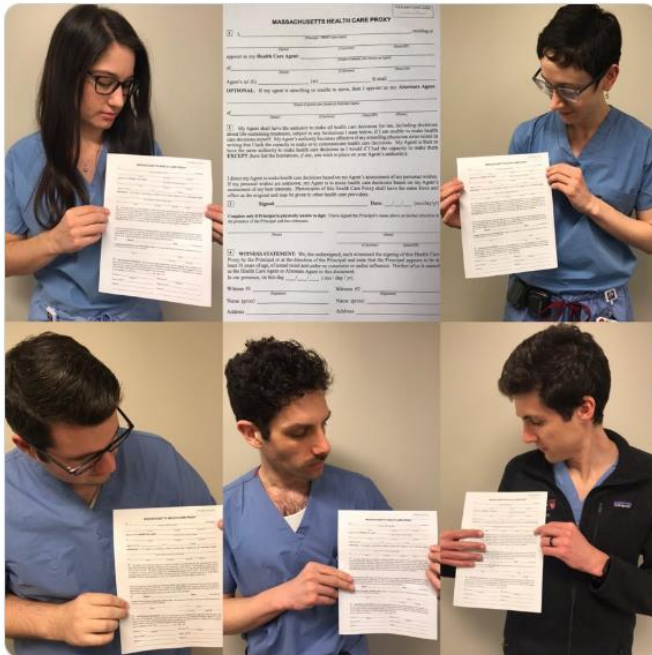
Bright spots: Docs walk the talk



Samuel D. Slavin
@sdslavin

For me and my co-residents, conversations about our own serious illness seemed far in the distance. Tonight, we signed health care proxy forms naming who will make decisions for us if we are too sick to do so.

[#COVID19](#)



7:36 AM · Mar 21, 2020 · Twitter for iPhone

“Do I want a ventilator? Coronavirus prompts more people to consider, or revisit, end-of-life care”

<https://www.bostonglobe.com/2020/04/20/metro/do-i-want-ventilator-coronavirus-prompts-more-people-consider-or-revisit-end-of-life-care/>

Bright spots: Calls to action

● COVID-19 and Equity: Tragedy and Opportunity

http://www.ihl.org/communities/blogs/covid-19-and-equity-tragedy-and-opportunity?utm_source=IHI_Homepage&utm_medium=Rotating_Feature

Disease Has Never Been Just Disease for Native Americans
Native communities' vulnerability to epidemics is not a historical accident, but a direct result of oppressive policies and ongoing colonialism.
APRIL 29, 2020
Jeffrey Ostler
Professor of History at University of Oregon

Why we need to be talking about health equity during the coronavirus pandemic
By WISDOM POWELL and TERESA SWAN EVERETTE
SPECIAL TO HARTFORD COURANT | APR 11, 2020 | 6:55 AM

Color of Covid: The racial justice paradox of our new stay-at-home economy
Opinion by Catherine Powell
Updated 9:13 AM ET, Sat April 18, 2020

Equity in the Time of Coronavirus
Efforts to reduce health care disparities intensify during COVID-19 pandemic, in Boston and beyond
By STEPHANIE DUTCHEN | May 5, 2020 | Research, Care Delivery

ALBUQUERQUE ECONOMIC DEVELOPMENT
April 28, 2020
Albuquerque looking at the COVID-19 response through an equity lens
By Susan Dunlap

Coronavirus pandemic accentuates health disparities
Mark Mahoney, Guest columnist
Published 5:19 p.m. ET April 27, 2020

Top to bottom: The Atlantic, Hartford Courant, CNN, Harvard Medical School, NM Political Report, Tallahassee Democrat

CORONAVIRUS | 3,951 views | Apr 8, 2020, 10:18pm EDT

Coronavirus Has Exposed The World To Health Disparities In Black America: So What Now?

 **Lisa Fitzpatrick** Contributor ©
Healthcare
I write about health and healthcare in underserved populations

The Coronavirus Doesn't Need a Visa: COVID-19's Effect on Immigrant Populations
3/13/2020 by MAHSA KHANBABI

Top to bottom: Forbes, Ms. Magazine

Bright spots: Sharing stories



23 APR 2020

"I'm so grateful for the work I'd done to come to terms with death and dying."

By Tarlise Townsend

Sharing stories

Speak(easy) Howard County

CARING FOR AN AGING PARENT OR LOVED ONE?



- Learn what you need to know about their care preferences
- Get local help for you (support groups, assisted living, etc.)

[Get Started](#)

MEDICAL, WILL OR ESTATE PLANNING?



- Learn 5 tips for getting your affairs in order
- Get free Maryland forms for declaring medical preferences
- See a list of local estate planning attorneys and legal help

[Get Started](#)

Speak(easy) Howard County



Securing medical preferences

One of the most important things you can do for your loved one is to ensure their medical preferences are known and honored.

To do that, we recommend:



Naming their health
care agent



Consider completing a
living will



Get clarity on the kind
of care your loved one
wants



Local support groups
for caregivers



Local assisted living,
nursing homes or
in-home support



Help completing
medical tasks for loved
ones

Speak(easy) Howard County



1 | Don't do it alone. Pick your health care agent.

You don't have to (and shouldn't) do this alone. We recommend the first step you take in getting your affairs in order is to choose your health care agent. What is a health care agent? Good question. It's the person assigned to make medical decisions for you based on your preferences if for some reason you can't speak for yourself. Sometimes a health care agent is also referred to as a health care proxy, medical proxy or medical power of attorney. All of those terms mean the same thing. Choosing this person is a surefire way to remain in control of your medical care and help your loved ones avoid conflict.

[Read More](#)

Getting your affairs in order?
5 tips for Howard County, MD residents.

Speak(easy) Howard County

What If I Can't Avoid The Hospital Right Now?

Howard County Leaders Tell You How to Prepare for Healthcare During the COVID-19 Pandemic

Declare who should make your medical decisions if you can't.



A health care agent, or health care proxy, is the person you assign to make your medical decisions if you have an emergency and can't speak for yourself. Right now, most Howard County medical facilities do not allow family members to visit or accompany you to appointments, hospital stays, or even trips to the emergency room. That means now, more than ever, doctors need to know who to call if you lose the ability to communicate.

What to do now



FLOOD THE CHAT!

Share your bright spots:

How you are reaching people to support conversations about what matters most when it comes to life, living and care wishes?

What has made a difference in your community?

Upcoming Opportunities & Keeping Connected

Facebook Group: TCP Community Champions

The screenshot displays the Facebook group interface for 'The Conversation Project: Community Champions'. The left sidebar contains the group name, a 'Private group' lock icon, the group's orange 'tcp' logo, and navigation links for 'About', 'Discussion' (highlighted), 'Members', 'Photos', 'Watch Party', 'Moderate Group', and 'Group Quality'. A search bar and a 'Shortcuts' section with a link to 'The Conversation P...' are also visible. The main content area features a large purple banner with the group's name and logo. Below the banner are buttons for 'Joined', 'Notifications', 'Share', and 'More'. A post creation bar includes options for 'Write Post', 'Photo/Video', 'Live Video', and 'More'. The post area shows the group's logo and a text input field. On the right, a 'GROUP BY' section identifies the group as 'The Conversation Project' with 8,911 likes and a 'Contact Us' button.

The Conversation Project: Community Champions

Private group

Interacting as The Conversation Project

About

Discussion

Members

Photos

Watch Party

Moderate Group

Group Quality

Search this group

Shortcuts

The Conversation P... 20

the conversation project

Community Champions

Joined Notifications Share More

Write Post Photo/Video Live Video More

Write something...

GROUP BY

The Conversation Project

8,911 like this

Contact Us

<https://bit.ly/2ukc7B0>

Reimagine Virtual Festival: Now-July 9, 2020



<https://letsreimagine.org/worldwide>

Participate!

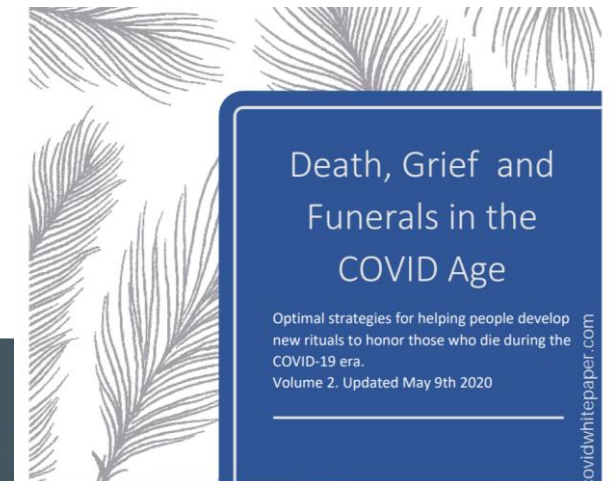
And/or do something great!

Join us in co-creating
Reimagine: Life, Loss, & Love

Worldwide Virtual Festival, May 1 – July 9

Other resources

- TCP Blogs: <https://theconversationproject.org/tcp-blog/>
 - Part 1 & 2: Ritual and Grief in the Time of COVID-19
 - Supporting Healthcare Staff Wellbeing
 - Thoughtful Ice Breakers That Lead to Meaningful Conversations
- IHI.org
 - Stories of the COVID Crisis
<https://covidstories.ihl.org/>
 - COVID-19 resources and blogs
- Global COVID-19 Relief coalition
<https://covidwhitepaper.com/>



IHI National Forum: Dec 6-9. 2020

Call for abstracts: **due June 1st.**



Considerations:

- **Community groups:** How healthcare organizations/clinicians benefit by partnering with community groups like yours to increase ACP
- **Health care orgs:** How you are engaging the public on ACP (before and during COVID-19)?
- Pairing up with others – joint panel, workshop

http://www.ihl.org/education/Conferences/National-Forum/Pages/proposals.aspx?utm_source=hs_email&utm_medium=email&utm_content=2&hsenc=p2ANqtz--0jfq3hA_MZ4PQ2RXF3fbbYFVQitUpe2Q3FOHApvx0ZiioKMYjCZ0G5NOGn73TlizgKEoXmuvl9qQ66w6VI5ocys-M8w&hsmi=2

Ways to Engage with TCP's network

- Tweet us, tag us on social media
 - ❑ Twitter: @convoproject
 - ❑ Facebook: The Conversation Project
 - ❑ Instagram: convoproject



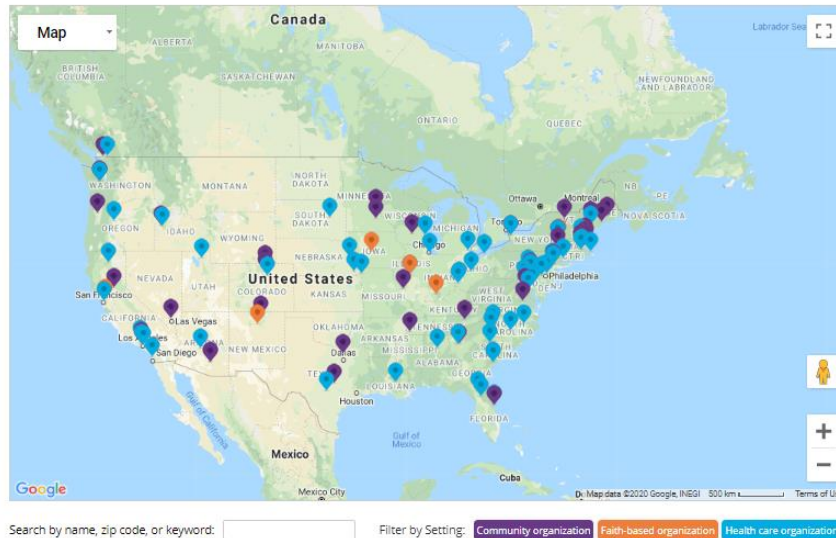
Ways to Engage with TCP's network

● Search, connect/network and learn together

Conversation Champions Map

- Connect with others doing similar work in your area.
 - You can search by location, organization, name, and filter by setting: faith, health care, or community. Feel free to reach out directly to members on the map via their listed contact information.
- **Apply here** to be listed on the map if you are actively sharing TCP resources and/or messaging.

The Conversation Project (TCP) relies on the Conversation Champions, like the ones listed on the map below, to help spread the importance of end-of-life care conversations in their communities. These groups plan their own programming using TCP resources or messaging (in addition to their own). As a reminder, TCP has no preference for what someone's wishes for end-of-life care should be – we just want folks to start talking about it. Please read more about our principles [HERE](#).



<https://theconversationproject.org/get-involved>

Ways to Engage with TCP's network

- Sign up and share: Monthly Newsletters
 - General Newsletter
 - Community Engagement Newsletter
 - NHDD

<https://theconversationproject.org/get-involved>



Heads up: Patient self determination act and other waivers



COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers

The Trump Administration is taking aggressive actions and exercising regulatory flexibilities to help healthcare providers contain the spread of 2019 Novel Coronavirus Disease (COVID-19). CMS is empowered to take proactive steps through 1135 waivers as well as, where applicable, authority granted under section 1812(f) of the Social Security Act (the Act) and rapidly expand the Administration's aggressive efforts against COVID-19. As a result, the following blanket waivers are in effect, with a retroactive effective date of March 1, 2020 through the end of the emergency declaration. For general information about waivers, see Attachment A to this document. **These waivers DO NOT require a request to be sent to the 1135waiver@cms.hhs.gov mailbox or that notification be made to any of CMS's regional offices.**

Flexibility for Medicare Telehealth Services

Thanks and appreciation



The John A. Hartford Foundation
Dedicated to Improving the Care of Older Adults



We want your feedback!

- After this call you will be redirected to a Survey Monkey form

Please take a few moments to answer the following questions:

- How useful was this session on a scale from 1-5?
- What would you like to learn more about?
- Any other comments on today's session?