

What the Pandemic Can Teach Us About Life & Caring

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Founder & Chief Medical Officer
Institute for Human Caring, Providence Health

Leadership Conference - September 21, 2021





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HEALTH

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Reflection



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Caring During the Pandemic



Maria Mandujanu, 53, of Santa Ana begins to cry in the emergency department at Providence St. Joseph Hospital in Orange. She had tested positive for the coronavirus just a day earlier.
Los Angeles Times March 7, 2021

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Caring During the Pandemic



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Caring During the Pandemic



photo: Erin Schaff for New York Times

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Caring During the Pandemic



Patients Dying Fast, And Far From Family,
Challenge Practice of Palliative Care



by Will Stone NPR May 4, 2020

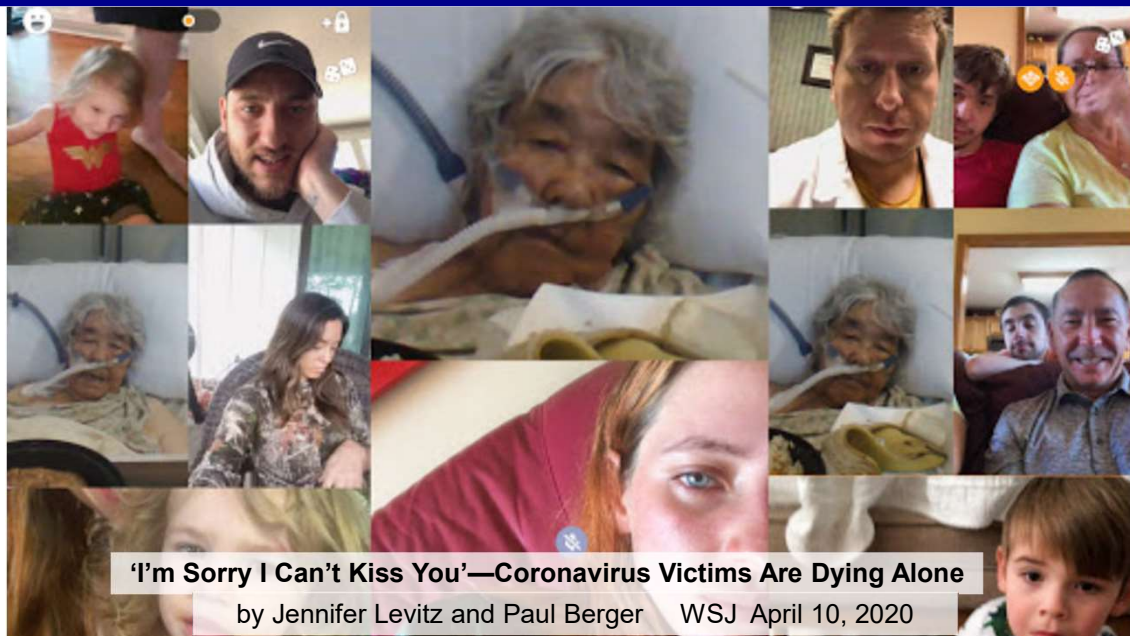
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Caring During the Pandemic



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Caring During the Pandemic



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www.providence.org/institute-for-human-caring

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We are clinicians, educators, and health systems experts who believe that people of every age and stage of life deserve the best care possible for their physical health as well as for their emotional, spiritual, interpersonal and social wellbeing.

We collaborate across Providence to make caring for whole persons the new normal within a vision of Health for a Better World.

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Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Vision

Health for a Better World.

Our Promise

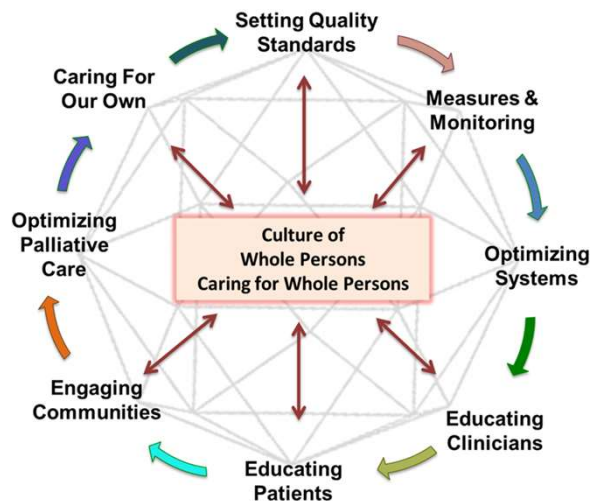
"Know me, care for me, ease my way."

Our Values

Compassion ❖ Dignity ❖ Justice ❖ Excellence ❖ Integrity

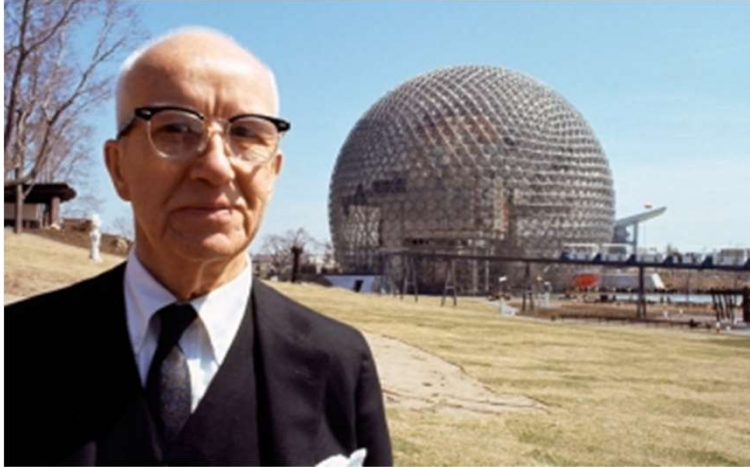
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Non-Incremental Change



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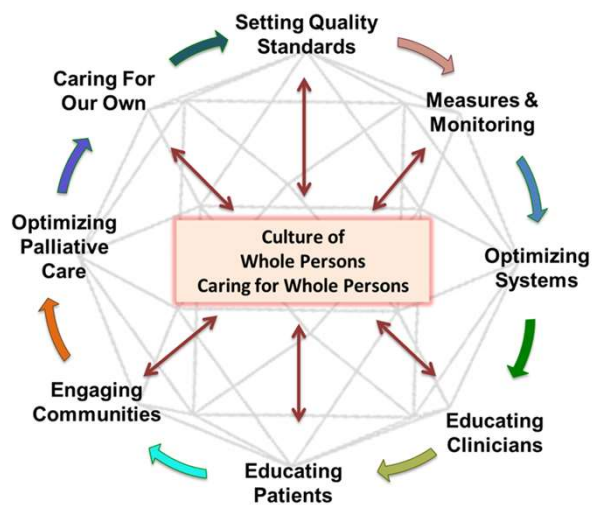
Non-Incremental Change



R. Buckminster Fuller
1895 - 1983

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Non-Incremental Change



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Setting Quality Standards



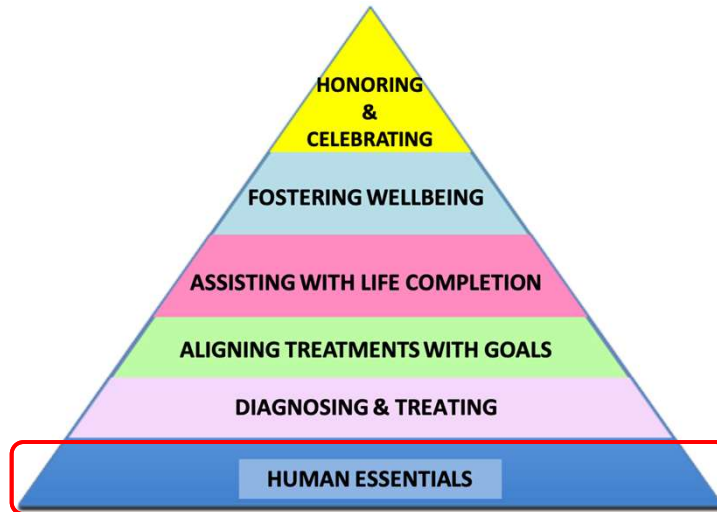
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Covid-19 Crisis – Danger & Opportunity

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Hierarchy of Human Caring



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Essential Elements of Human Caring



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Essential Elements of Human Caring



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Essential Elements of Human Caring



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Essential Elements of Human Caring



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Essential Elements of Human Caring



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Essential Elements of Human Caring



José Vidal Campos, 93, at LAC+USC Medical Center during a video call with his family. He died of respiratory failure from Covid-19 on Feb. 10, 2021

New York Times Magazine March 7, 2021

photo: Meridith Kohut

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Essential Elements of Human Caring



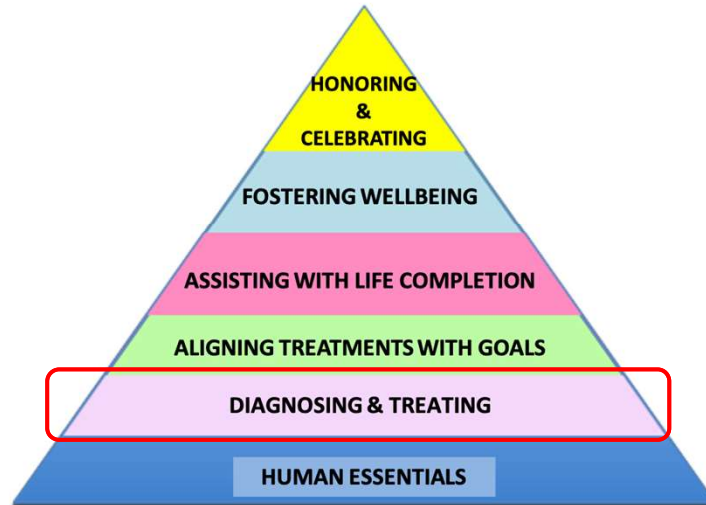
- Shelter from the elements
- Helping hygiene
- Assisting with elimination
- Offering of food and drink
- Keeping of company
- Alleviating suffering



Mal Warshaw collection

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Caring for Whole Persons



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Diagnosing & Treating



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Diagnosing & Treating

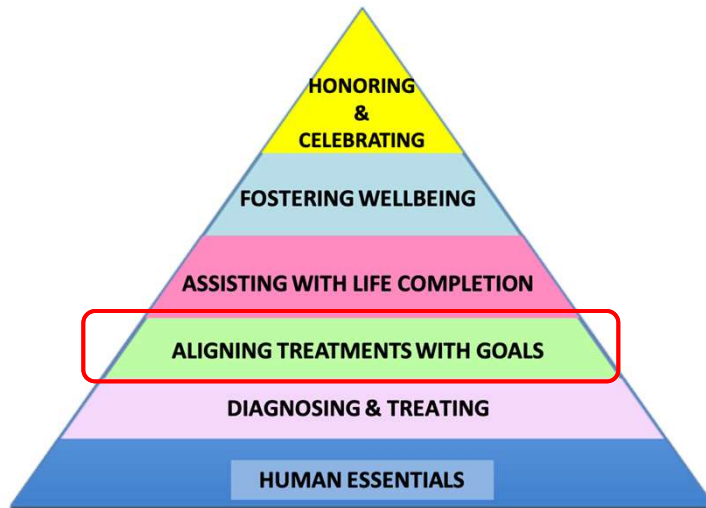


A Covid patient at Providence Cedars-Sinai Tarzana Medical Center

photo: Apu Gomes
Agence France-
Presse

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Caring for Whole Persons



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Key Components of Goal-Aligned Care



Naming of Trusted Decision-maker



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Key Components of Goal-Aligned Care



Goals of Care Conversations – prior to interventions

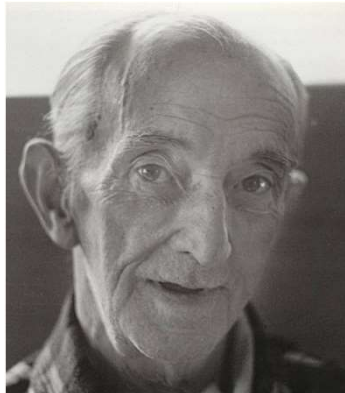


Photo by Mal Warshaw

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Goals of Care Conversations – Prior to Interventions

Choosing Wisely
An initiative of the ABIM Foundation

Critical Care Societies Collaborative - Critical Care

AMERICAN ASSOCIATION OF NURSES
CHEST
AMERICAN COLLEGE OF CHEST PHYSICIANS
SOCIETY OF CRITICAL CARE MEDICINE

Five Things Physicians and Patients Should Question



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Don't continue life support for patients at high risk for death or severely impaired functional recovery without offering patients and their families the alternative of care focused entirely on comfort.

Patients and their families often value the avoidance of prolonged dependence on life support. However, many of these patients receive aggressive life-sustaining therapies, in part due to clinicians' failures to elicit patients' values and goals, and to provide patient-centered recommendations. Routinely engaging high-risk patients and their surrogate decision makers in discussions about the option of foregoing life-sustaining therapies may promote patients' and families' values, improve the quality of dying and reduce family distress and bereavement. Even among patients pursuing life-sustaining therapy, initiating palliative care simultaneously with ongoing disease-focused therapy may be beneficial.

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the alternative of care focused entirely on comfort.

Patients and their families often value the avoidance of prolonged dependence on life support. However, many of these patients receive aggressive life-sustaining therapies, in part due to clinicians' failures to elicit patients' values and goals, and to provide patient-centered recommendations. Routinely engaging high-risk patients and their surrogate decision makers in discussions about the option of foregoing life-sustaining therapies may promote patients' and families' values, improve the quality of dying and reduce family distress and bereavement. Even among patients pursuing life-sustaining therapy, initiating palliative care simultaneously with ongoing disease-focused therapy may be beneficial.

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Setting Quality Standards

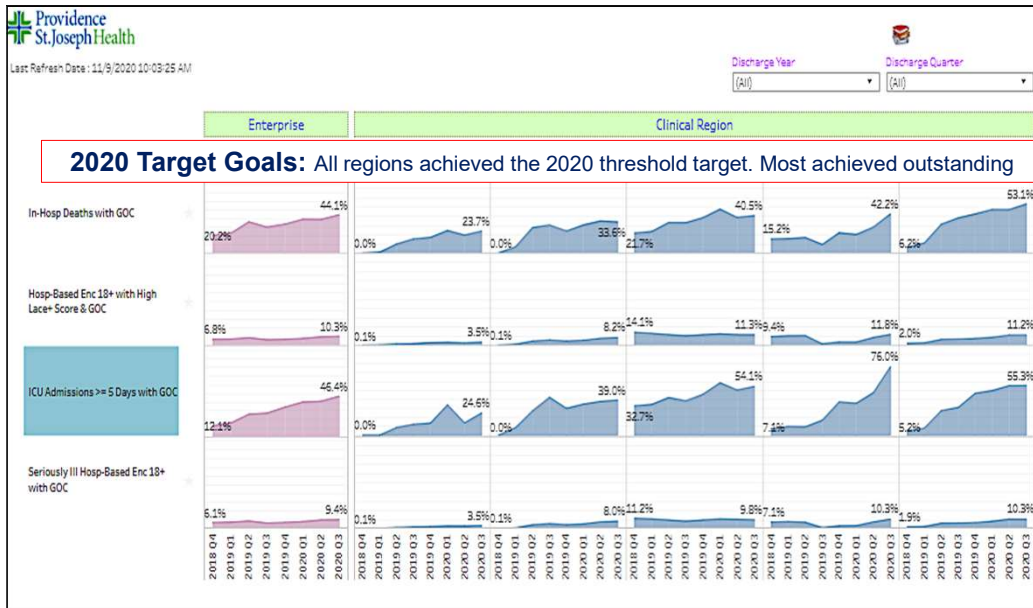
Whole Person Care Performance Metrics

- % ICU admissions with a goals-of-care conversation by day 5



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Performance Metric: % ICU ≥ 5 days with documented GOC



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Association of GOC, Inpatient Palliative Care & CPR Status

Percent of Admitted Patients with a Serious Illness who had a Code Status Change during Admission

Change in code status (Q2 2020)	Goals of Care Conversation	
		
Palliative Care Consult 	7%	26%
	29%	51%

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GOC & Patient Experience scores (2020 Analysis)

<u>Question Title</u>	All Comparisons Statistically Significant (p < 0.05)	% of time top box selected	
		<u>With GOC</u> (N = 192)	<u>Without GOC</u> (N = 772)
Likelihood recommending hospital		78.70%	- 13.60%
Degree all staff showed compassion		73.20%	- 12.80%
Response concerns/complaints		61.90%	- 11.00%
Attention to special/personal needs		70.40%	- 10.20%
Overall rating of care given		78.80%	- 10.20%
Staff include decisions re treatment		62.70%	- 9.70%
How well your pain was controlled		64.60%	- 9.40%
Nurses kept you informed		66.30%	- 8.20%
Hospital staff took preferences into account		49.50%	- 8.10%
Staff addressed emotional needs		59.80%	- 7.80%
Instructions care at home		65.30%	- 7.50%
Rate hospital 0-10		58.70%	- 7.50%
Explanations happen during T&T		61.50%	- 7.40%
Recommend the hospital		79.00%	- 6.90%

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Improved Patient Experience – “Top Box” Selection Single Hospital 2020

<p>Likelihood of recommending hospital</p> <p>78.7% vs 65.1%</p>	<p>Degree all staff showed compassion</p> <p>73.2% vs 60.4%</p>	<p>Response to concerns / complaints</p> <p>61.9% vs 50.9%</p>
<p>Attention to special / personal needs</p> <p>70.4% vs 60.2%</p>	<p>Overall rating of care given</p> <p>78.8% vs 68.6%</p>	<p>How well your pain was controlled</p> <p>64.6% vs 55.2%</p>
<p>With GOC (N = 192) vs without GOC (N = 772); Subset of all statistically significant results (p < 0.05)</p>		

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Caring for Whole Persons



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Assisting with Life Completion



Nature of Opportunity

- Communicating – bad news, sad feelings
- Completing affairs & relationships
- Resolving fractured relationships

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Assisting with Life Completion



Completing Relationships

“Please Forgive Me”

“I Forgive You”

“Thank You”

“I Love You”



Sam Nardi, 61, at Sunnybrook Hospital, where he's in palliative care for cancer that has spread throughout his body.

photo by Julia Nard CBC News April 1, 2020

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Assisting with Life Completion

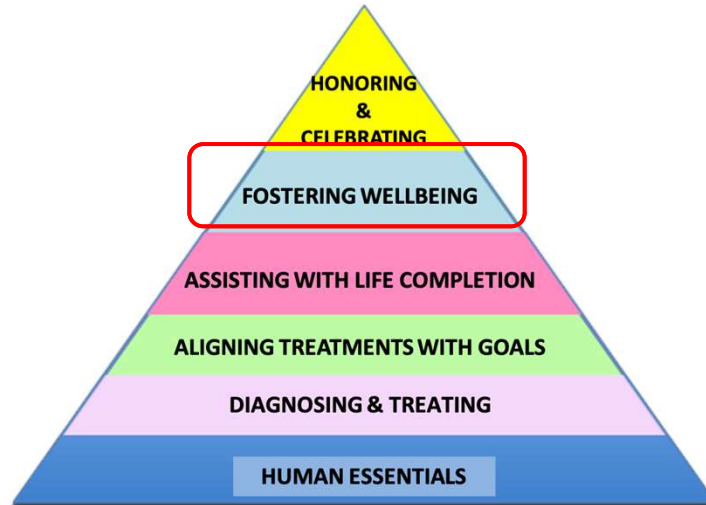


Nature of Opportunity

- Communicating – bad news, sad feelings
- Completing affairs & relationships
- Resolving fractured relationships
- **Grieving the loss of the future**
- **Reviewing life, exploring meaning & purpose**
- **Exploring spiritual & transcendent realms**

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Caring for Whole Persons



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The Nature of Wellbeing

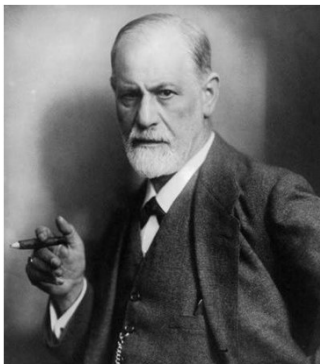
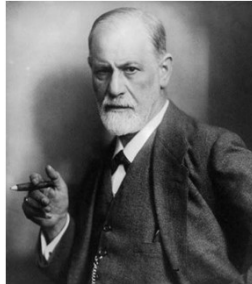


Photo by Max Halberstadt, 1921

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The Nature of Wellbeing

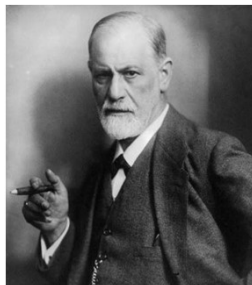


‘To Love and To Work’

Photo by Max Halberstadt, 1921

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The Nature of Wellbeing



‘To Love and To Work’

‘To Laugh’

Photo by Max Halberstadt, 1921

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The Nature of Wellbeing



To Love
To Feel Loved
To Feel Joy

Photo by Nancy Medwell
Eternal Moments ©2010

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Fostering Wellbeing



The Nature of Wellbeing



To Love - To Feel Loved - To Feel Joy

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Fostering Wellbeing



Relationships Are Essential for Wellbeing



Hope, and New Life, in a Brooklyn Maternity Ward Fighting Covid-19
by Sheri Fink New York Times April 12, 2020

photo by Victor J. Blue

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Fostering Wellbeing



Relationships Are Essential for Wellbeing



Saying the last goodbye by iPad, glass. Chaplains, support groups ease pandemic of grief

by Janine Zeitlin Fort Myers News Press April 24, 2020

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Fostering Wellbeing



Relationships Are Essential for Wellbeing



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Fostering Wellbeing



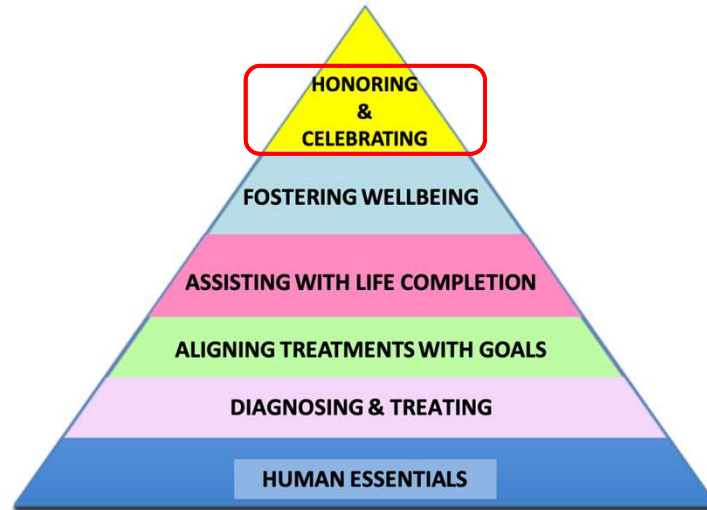
Relationships Are Essential for Wellbeing



Judie Shape, center, who has tested positive for the coronavirus, blows a kiss to her son-in-law, Michael Spencer, left, as Shape's daughter, Lori Spencer, right, looks on, Wednesday, March 11, 2020, as they visit on the phone and look at each other through a window at the Life Care Center in Kirkland, Wash., near Seattle. In-person visits are not allowed at the nursing home. The vast majority of people recover from the new coronavirus. According to the World Health Organization, most people recover in about two to six weeks, depending on the severity of the illness. [TED S. WARREN | AP]

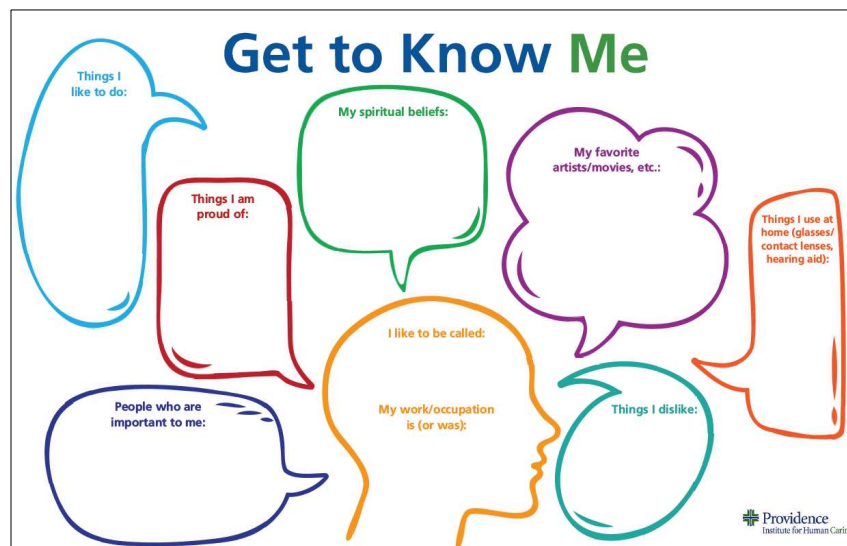
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Caring for Whole Persons



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Honoring and Celebrating Life & Relationships



[The Get to Know Me Poster \[Click Here\]](#)

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Honoring and Celebrating Life & Relationships



Margie Ulman speaking with her family from her hospital bed.

A non-profit is gathering laptops and other devices so hospital patients can say goodbye to loved ones
by Ryan Bergeron CNN Health April 15, 2020

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Honoring and Celebrating Life & Relationships

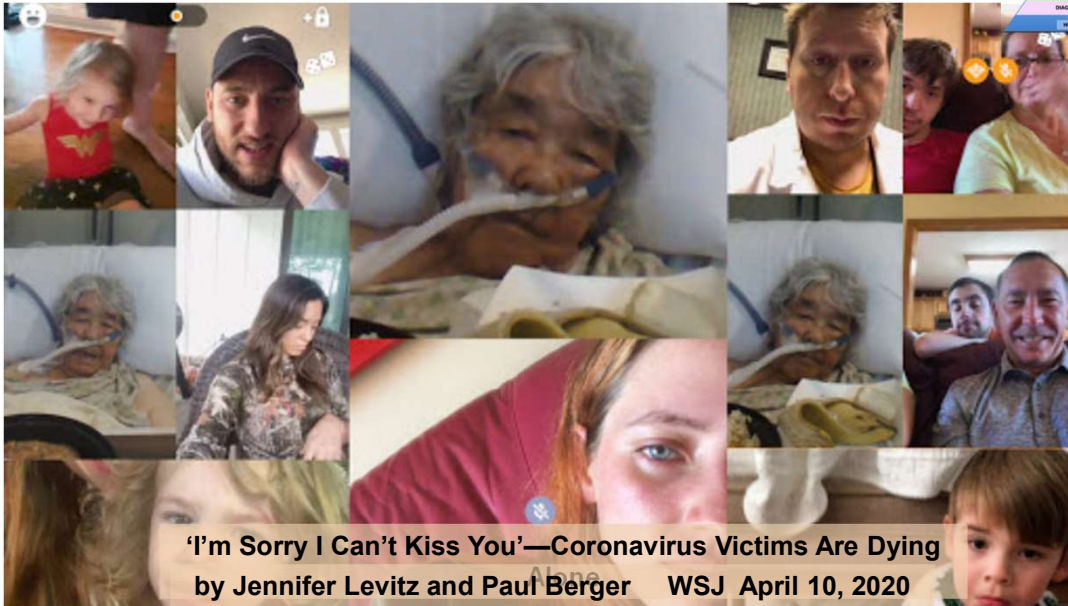


Harvey Rickles and family speaking with his mother-in-law, Margie Ulman.

A non-profit is gathering laptops and other devices so hospital patients can say goodbye to loved ones
by Ryan Bergeron CNN Health April 15, 2020

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Honoring and Celebrating Life & Relationships



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Honoring and Celebrating Life & Relationships



In Houston, Nurse Nancy is showing love to her patients through the window. It was a lovely surprise for her patients and brought smiles to their faces.

We are #INSPIREDbythefrontline
May 11, 2020

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Honoring and Celebrating Life & Relationships



Rev. Scott VanDerveer is seen offering prayers for the memory of one of his parishioners who just died of COVID-19 from outside The Pines at Catskill Center for Nursing & Rehabilitation



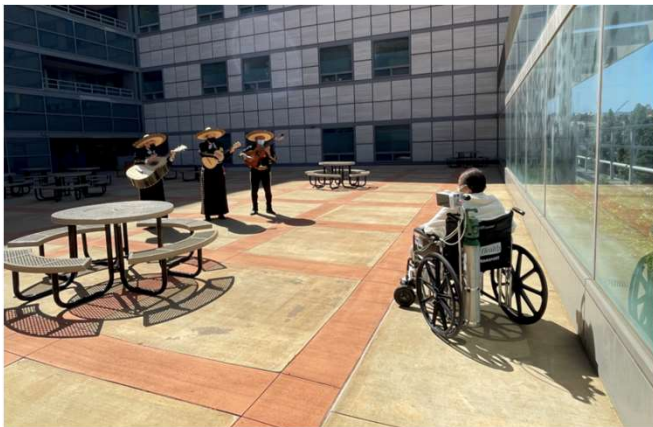
Hospital chaplains face COVID-19 challenges in their ministry

by Kenneth C. Crowe II May 3, 2020

photo by Lori Van Buren for Times Union

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Honoring and Celebrating Life & Relationships



Thanh Neville, MD, MSHS @thanh_neville · 16h

...

An [#EOL](#) patient wished to hear a mariachi band for final time. Had to get a band during [#covid](#), obtain infection prevention permission, & orchestrate a socially distanced performance outside. But the look on the patient's face: PRICELESS. [#ChooseKindness](#). shared w/ signed consent

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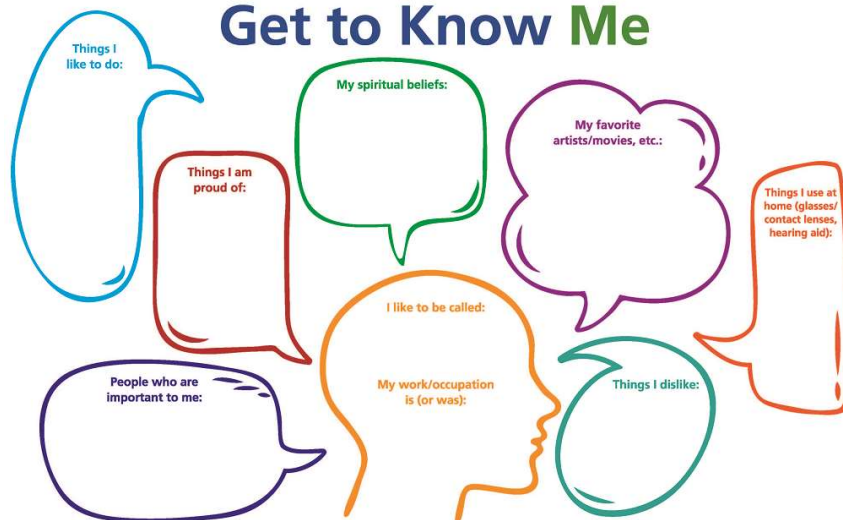
Caregiver Wellbeing in the Pandemic



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We Are Whole Persons, Caring for Whole Persons

Get to Know Me



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We Are Whole Persons, Caring for Whole Persons

Face Behind the Mask



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Thoughts on Healing, Strength & Resilience



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Thoughts on Strength, Healing & Resilience

Strength: (noun)

- 1) the ability...to resist force or hold heavy weights without breaking or being damaged**
- 2) the quality of being brave and determined in a difficult situation**

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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience

Heal: (verb)

**to become sound or healthy again;
to become whole**

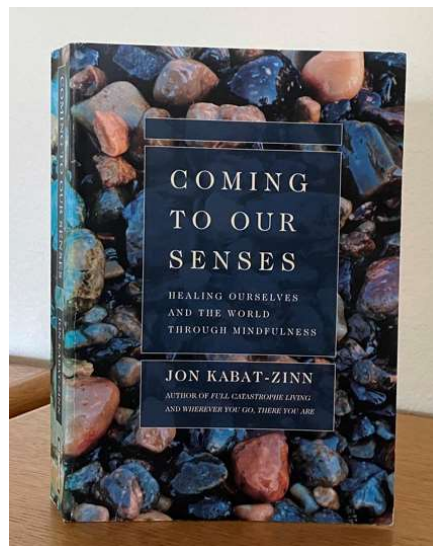
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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience

Resilience: (noun)

the ability...to recover quickly after something unpleasant, such as shock, injury, etc.

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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience



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Thoughts on Strength, Healing & Resilience



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This Pandemic Is Cultural



Banksy
May 2020

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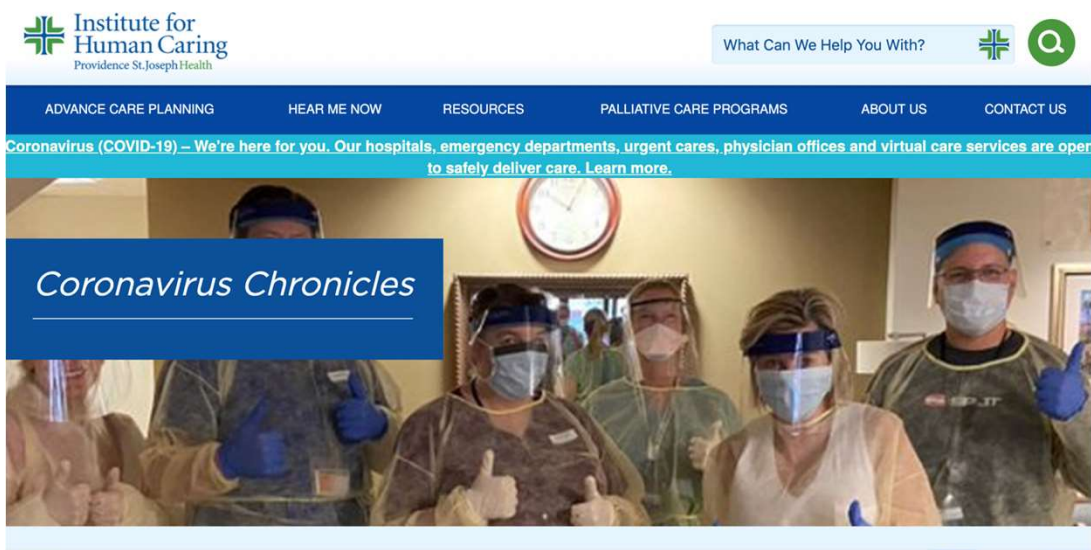
This Pandemic Is Cultural



HearMeNowPodcast.org

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This Pandemic Is Cultural



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A disease that has put us in isolation has also revealed the resilience of humans. We will never unsee the things we experienced. We persevere. We cherish life's beauty. We walk a little slower, talk a little longer, hug a little deeper knowing nothing is permanent.

Jaynelle Hoke, RN
Intensive Care Unit
Providence Little Company of
Mary Medical Center

photo: Mauricio Villalobos
@eyes.of.today