



HeartBeat

ON THE QUALITY PATIENT EXPERIENCE™

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Not Just Another Day

Wendy Leebov, Ed.D.,
Language of Caring, Branch of Planetree International



"I don't take my job lightly and it's during these incredibly difficult times that I'm reminded why I took this path to begin with. I will continue to come into work despite the risks and despite all the unknown, because the sick need someone to care for them, and that person is me."

Being a caregiver: Here's what we're hearing.

"I've seen more people die in the last month than I saw in my entire career. It's agony to lose a patient."

"I spend all day and half the night with scared patients fighting for their lives. Then, I go home to my empty condo because my kids are staying with their grandma, so they can stay safe. And I can't have friends over because I could infect them. At work, they told us to act as if we have the virus, because at some point, most of us will get it. I haven't had a hug in seven days."

"My coworkers and I are worried, I'd say more about others than about ourselves. I'm most worried about running out of protective gear or getting sick and no longer being able to take care of patients. And I'm really worried about bringing the virus home, where I have a 2-year-old son and a 4-year-old daughter. And, my 74-year-old mother lives with us, and she's high risk."

"I am so angry, and I know I need to hold my anger at bay. How can we give the best care when we aren't protected and we don't have the equipment our patients need?"



"You and your teams are our most precious assets during this crisis."

"My family is walking a financial tightrope. My husband was laid off because his business closed. And I'm very scared that if I or others in my family get the virus, our insurance won't even cover the costs. We'll burn through our deductibles and go broke. And if I'm required to self-isolate, which could be for a long time, I'll lose my pay too."

"We have to take extra precautions to keep ourselves safe, and we don't even know if these precautions will be enough."

"My hours are off the wall. I have way too many patients and I'm scared of becoming exposed and spreading the virus to my family and friends. And as more of us are quarantined, then there are fewer providers available, making matters even worse."

"Being in the ICU is lonely for patients; but it's so much worse because visitors aren't allowed. So many people are dying alone."

"Every day, patients are struggling for air, and we have to make life-and-death choices about where to direct scarce resources. It's hellish."

"I sleep in our garage, so I won't infect my family. My emotions jump back and forth between feeling despair at work and isolation at home."



Posted near Elmhurst Hospital Center;
Queens, New York City

We care about you. All of us at Language of Caring and Planetree International are holding you in our hearts and wishing you courage, strength, stamina and health for the intensely challenging journey ahead. The realities of immense stress and possible exposure put physicians, nurses, emergency responders, food service workers, interpreters, and really everyone facing patients at great risk of contracting COVID-19 and spreading it to others.

You and your teams are our most precious assets during this crisis. We are so grateful to you for all you are doing for patients and families, your community and the entire healthcare team. Your bravery, determination, generosity and tireless efforts are nothing short of heroic, and all the more because of the feelings, concerns and frustrations you're managing daily.



"There has been an abundance of lovingkindness, generosity, and support"

A Worldwide Outpouring of THANKS

- The National Health Service in the UK issued [a letter to nurses](#) signed by 100,000 people thanking them for their amazing service.
- And take a look at these heartwarming videos from around the world as people go outside all at once to clap for caregivers.
 - Across the [United Kingdom](#)
 - In [Italy](#)
 - In [Israel](#)
 - In [Spain](#)
 - In [New York](#)
 - In [India](#)

Resources for You

Language of Caring and Planetree International along with other solution providers want to offer their support to you by sharing resources to help you during this crisis:

- Language of Caring and Planetree International offer you [several tools](#) to help your team communicate, cope and remain person-centered
- Vital Talk offers you this outstanding resource, called [COVID Ready Communication Playbook](#)
- Academy of Communication in Healthcare also developed a helpful tool [Quick Tips to Connect](#)
- And, Healing Healthcare Systems is providing free access to [C.A.R.E. Programming](#). By watching C.A.R.E. Programming (the healing power of nature and calming instrumental music), patients and staff can find some peace, ease their anxieties, and create their own healing environment when it's needed the most. To login, [click here](#) and enter passcode: care4355
- You can also download a series of posters [Kindness begins with self-care](#) produced for health care by gatheringofkindness.org
- For those in your life resisting “stay at home” orders, physical distancing and protective devices, share this [amazing poem](#) written by poet Lynn Ungar who calls for physical distancing with social connectedness.

In Closing

While reading and watching the news is harrowing, there has been an abundance of lovingkindness, generosity and support. People on care teams around the world are selflessly pulling together to provide the absolute best possible care for patients, families and each other. And many communities and nations around the world are supporting each other, recognizing that this pandemic sees no borders.

I will say again, all of us at Language of Caring and Planetree International are holding you in our hearts and wishing you courage, strength, stamina and health for the intensely challenging journey ahead.



“Where are we going, Pooh?’ ‘Home, Piglet. We’re going home because that’s the best thing to do right now.”

A.A. Milne

“We’re all under the same sky and walk the same earth; we’re alive together during the same moment.”

Maxine Hong Kingston

“We were together. I forget the rest.”

Walt Whitman



Ta-daah Time

These days, seems like the best gift we can give each other is positive energy and generous regard. If you can pull people together at work or in on-line gatherings, facilitate sharing. Ask people to share:

- “One thing that is helping me cope is _____.”
- “I greatly appreciate _____ for _____.”



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