Open School Chapter Network Call: Confronting COVID-19 as an Open School Community

March 31, 2020
Objectives

- Offer space to process our experiences of the COVID-19 pandemic together
- Share stories of hope
- Discuss ways to support one another
- Explore opportunities to help our communities
Agenda

- Welcome & Introduction (10 min)
- Dr. Don Berwick on coming together as a community (20 min)
- Stories of Hope (10 min)
- Open Space and Processing (10 min)
- What’s Next? (5 min)
- Meditation (5 min)
IHI Open School Coaches

Mohammed Albaadani  Sherry Liang  Florencia Koch  Stijn de Jonge

Amar Latchman  Julie Finnigan  Samuel Tufour Benyah  Alexa McWhinnie

Fatima Al-Roubaiai  Sonal Gagrani  Ricarven Ovil  Njimafo (Armand) Tiam

Mercy Nafula Wanjala  Mariana Torquato
The IHI Open School: Online courses that teach the essentials of improvement, safety, and value, and a community to help you lead change
Online Courses

30+ online courses in Improvement Capability, Patient Safety, Person- and Family-Centered Care, Triple Aim for Populations, Leadership – all free to students, residents, and faculty

918,212 students and residents registered on IHI.org and taking courses

761,875 students and residents have completed an IHI Open School online course

200,910 students and residents have earned the Basic Certificate in Quality & Safety
The Open School Community

14 Open School Coaches

+95 Countries with OS Chapters

+1,000 Chapters Started
IHI Open School Chapter Network

800,000+ students and residents registered
Help us get to know you

- In the chat box, select “All Participants” as the recipients and share:
  - Your Name
  - Chapter Name (University/Organization)

- How has the COVID-19 pandemic affected you or your local community?
Coming together as a Community

Don Berwick, MD, MPP, FRCP
Stories of Hope
Bright Spots & Initiatives

- Nightly applause for healthcare workers

- NYU Langone Health adds 1,300 providers to telemedicine platform

- Medical students are offering to babysit for hospital workers on the front lines
  - Groups are matching local students (often times medical students) with health care workers (MN CovidSitters, Step Up To SIT)
Medical Students at UCSF have collected more than 15,000 masks

Feeding the front lines (GoFundMe; FeedER)

Residents in the Upper Valley are donating PPEs (for providers) and sewing masks for Dartmouth-Hitchcock employees (for non-providers)

Discounted hotel rooms for health care workers (American Hotel and Labor Association Hospitality for Hope Initiative, Marriott’s Community Caregiver Rate)
Stories from our Network

Brock University Open School Chapter

• Redesigned the conference as a virtual event in under 24 hours and engaged 160 attendees. Now, the Chapter is mentoring other on-campus groups that are moving their events to an online format.

• Chapter Members are connecting students with resources to improve mental and physical health during social isolation.

• Students are supporting seniors experiencing social isolation by offering to drop off groceries or virtually “visit” over platforms like Zoom.

• Finally, the Chapter is convening an online group to organize resources to support vulnerable community members experiencing housing or food insecurity.
• **Chinue Uecker**, a professor of process improvement and IHI Coaching Fellow, is volunteering in her community and working with a nonprofit to ensure that after school programming for youth continues for youth in the USVI

• **Mercy Wanjala**, a family medicine doctor in Cuba, is going door-to-door caring for patients as part of a community-level response to containing COVID-19

• **Mariana Torquato**, a medical student, is working on ideas for how to care for residents in overcrowded and underserved favelas in Brazil
Stories from our Network

- **Armand Tiam**, a general practitioner, is creating educational social media content to raise awareness of the importance of social distancing in Cameroon.

- **Lexi McWhinnie**, a nursing student, and her classmates at the Massachusetts General Hospital’s IHP are leading efforts to provide childcare and run errands for health care providers in Boston.

- **Sonal Gagrani** and her fellow medical students from the University of Texas Southwestern Medical Center are coming together to volunteer for services including taking vitals, monitoring hospital entry points, providing childcare, and more.
Open Space
Discussion

Unmute yourself or type into the chat:

How are you coping with the changes you are experiencing in your day-to-day life?
Unmute yourself or type into the chat:

*What are ways you’ve found to help your community?*
Discussion

Unmute yourself or type into the chat:

*How might you leverage the Chapter Network Community to drive change?*
Ways to Help
Ways to Get Involved:

- Share stories that amplify the voices of health care providers at the frontlines of the pandemic
- Exchange solutions with a global network of health care providers through the HIVE social sharing site
- Contribute to a local volunteer effort like the ones you heard about on today’s call
- Start a research project to contribute to our understanding of the COVID-19 pandemic and its impact
Storytelling Campaign

“The human mind is a story processor, not a logic processor.” — Jonathan Haidt

• **Goal:** To create a repository of COVID-19 narratives that will help more people understand the gravity of the situation, inspire action, and provide a glimmer of hope

• **Who:** Everyone! (students, caregivers, patients, healthcare workers, journalists, etc.)

• **How:** Talk to people in your community! IHI will provide tools (interview questions, guides, tips, etc.)
HIVE: Global Solutions Collaborative

- IHI’s newly launched COVID-19 Global Solutions Collaborative
- Connect frontline healthcare professionals from around the world
- Rapidly share information and insight about COVID-19
- Collaborate on finding solutions
- Support one another
Communities Responding to COVID-1

The 100 Million Healthier Lives team is creating a driver diagram of initiatives around the globe

1. Decrease number of people with Covid-19 (presumptive/confirmed) who require hospitalization (inflow)
2. Lower transmission rates
3. Mitigate the social and behavioral health impact on community residents
4. Move more care and coordination into the community (right care/services, right time, right place)

- Crowdsource effort!
- What initiatives are you seeing? (news, TV, social media, in your community)
- Where on this diagram do they fit?
Research Opportunities

Universities have posed research questions for students that want to contribute while at home. Here are a few examples:

1. What are the experiences of **homeless k-12 students** during the COVID 19 crisis? (Data: school counselors, teachers, social workers, etc.)
2. What are the experiences of **homeless shelters and communities** during the COVID 19 crisis? (Data: Shelter organizations & staff)
3. How are **jails, prisons and detention centers** managing the pandemic?
4. We know from Katrina and New Orleans that **for-profit hospitals and nursing homes responded differently than publicly-owned and non-profit organizations**. Are we seeing similar patterns in this epidemic?

*Connect with your faculty members at your institution to discuss research projects that are relevant to your work!*
5-minute Meditation
Breathing Meditation
Diana Winston, UCLA Mindful Awareness Research Center
Feedback for us?

- What did you like about this call?
- What was missing?
- What topics would you like to see on Chapter Network Calls in the future?
Thank you!