

Pivoting and Staying the Course: Reflections on the Faculty Impact of COVID-19

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KEY PRINCIPLES AND TENETS

01

WORK/LIFE BALANCE

02

LEADERSHIP

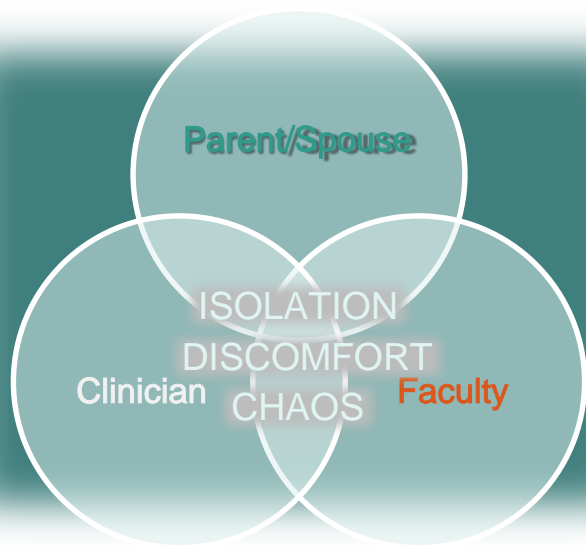
03

EMPATHY

04

FELT NEEDS

A SEISMIC SHIFT IN COGNITIVE LOAD...



OBSERVE + RESPOND

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Faculty Impact of COVID

-19

01 MANAGING STRESS AND AVOIDING BURNOUT

- Family schedules, teaching, scholarship, service, and more...
- Decisive personal change management
- You define your values-
prioritize competing
demands around them



10 minutes -10 months-10 years
Consequences vs. Outcomes

Suzy Welch, Book: "10-10-10, A Life Transforming Idea"

02 DISPROPORTIONATE IMPACT ON FEMALE FACULTY

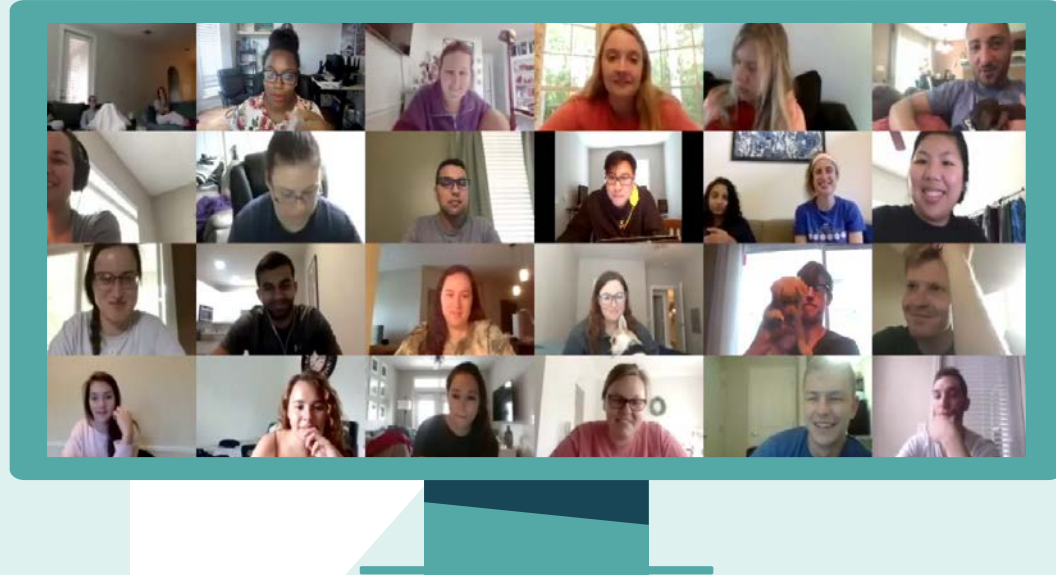
- [Hidden] emotional burden and stress of increased responsibility and less support
- Question (and reshape) the system in a meaningful way
- Authentic leadership as you innovate



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03 DISRUPTION AND THREATENED STUDENT WELL- BEING

- Transparent, empathetic, and inclusive communication
- Be fluid and flexible
- Social-emotional check-ins
- Cultivate grace as future healthcare providers



WHAT HAS RESONATED WITH YOU?

04 FELT NEEDS: TELEMEDICINE EDUCATION AND HEALTH DISPARITIES WORK

- Timely, practical implementation of telemedicine in curriculum
- Poor care access/chronic disease exacerbations with COVID19
- Learners with a heart of service

2019 Health Fair at Safety Net Clinic



2019 Dominican Republic Mission Trip

PROJECT LEARN TO SERVE: SOCIALLY DISTANCED SERVICE LEARNING



4000 primary care visits/yr., operations halted in March 2020
PATIENTS IN NEED + STUDENTS EAGER TO SERVE

PROJECT LEARN TO SERVE: CLOSING THE GAP

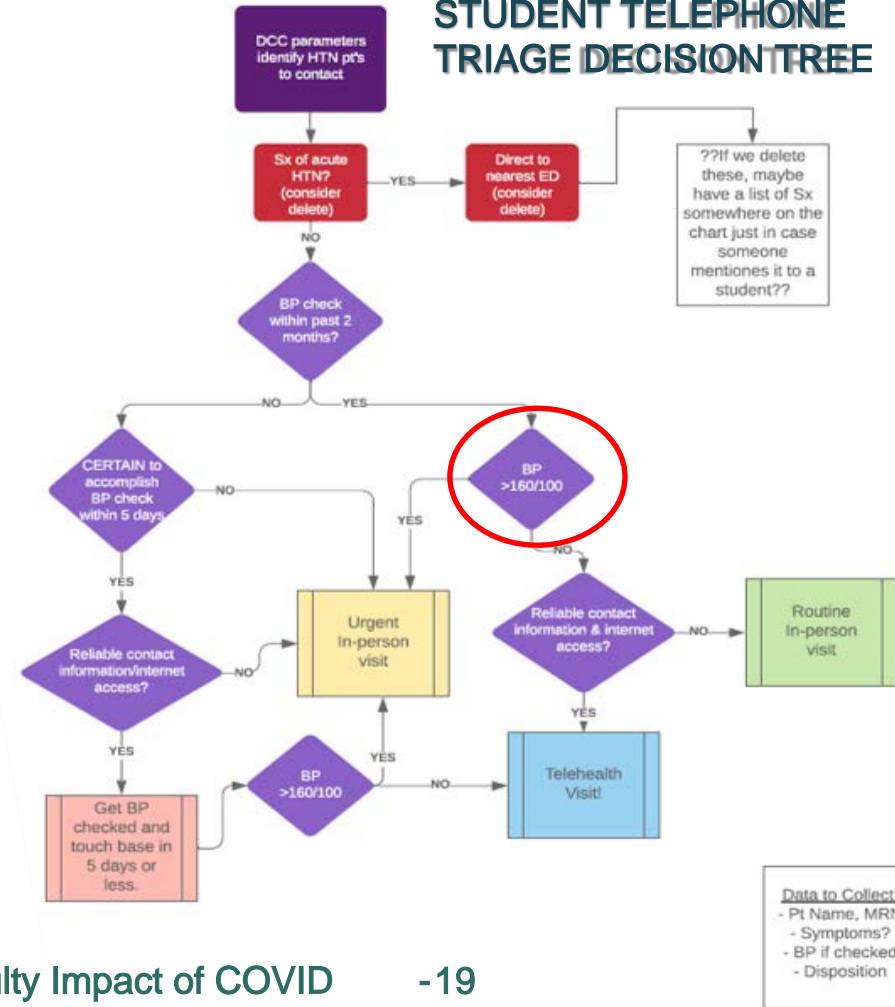
34 DIDACTIC PA STUDENTS:

- 6 HOURS of service in family unit cohort
- After hours M, W, F
- Work with interpreters
- August to November 2020

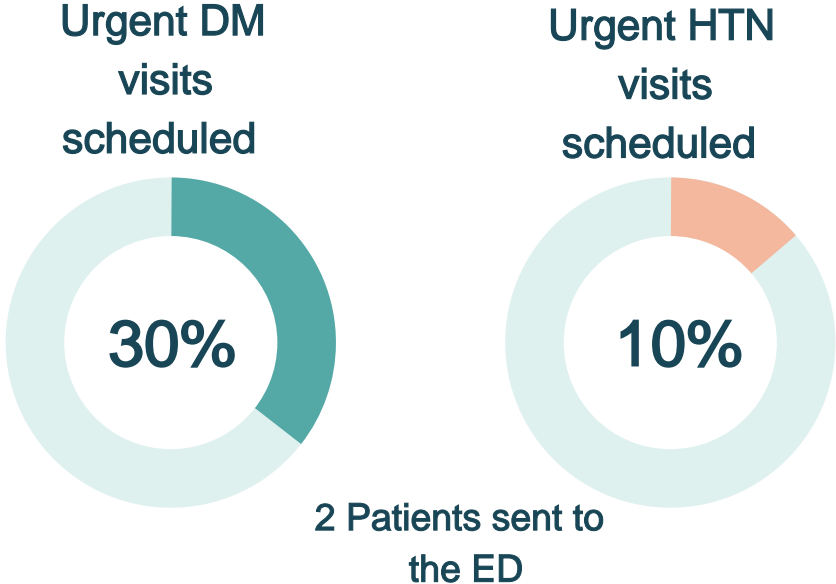
>200 PATIENTS:

- Diagnosis of HTN and/or DM
- Lost to follow - up between August 2019 - August 2020
- **Emergent** , **Urgent** , **Routine** , or **Telemed** Disposition

STUDENT TELEPHONE TRIAGE DECISION TREE



INCREASING CLINIC OPERATIONAL CAPACITY



- Strengthened the **chart review process** with tracking of A1C and BP for high-risk patients to inform improved care delivery
- Increased **primary care telemedicine** visits
- Implemented and supported **transition of medication reconciliation** from paper charts to EMR

STUDENT OUTCOMES REFLECTION

“

The most valuable learning from this project was witnessing the importance of an interprofessional team in optimizing patient care and being exposed to the need for facilities like the Dream Center in underserved areas and how we can contribute to this now as students and in the future as medical providers. Having the opportunity to speak with each patient directly and learning the obstacles they face to access care in America was eye-opening. I will take this experience with me for the rest of my life.

—CSU PA STUDENT, CLASS OF 2021

FINAL THOUGHTS ON PIVOTING AND STAYING THE COURSE

PRIORITIZE

Values based
strategic
approach

LEAD

Authenticity and
question the system

COMMUNICATE

Empathy and
transparency

RESPOND

Felt needs and
passions



In many ways, the pandemic highlighted what we already know to be true about meaningful growth during challenging times.

THANKS!

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