



System-wide Recovery Guidelines

Team: BILH Primary Care (BILHPC)
Date: May 29, 2020

III. Care Team Experience

BILHPC will optimize the experience, wellness, and engagement of all BILHPC care team members as we exit crisis mode, phase into recovery, and transition to a new/future care model. The initial focus will be to gain a thorough understanding and assessment of the care team's experience in the recovery period.

- a. Identify all care team members of BILHPC whose experience is affected by the crisis, starting with direct care team members, followed by indirect care team members**
- b. Understand the current experience of our care team members as we come through the COVID-19 crisis through a modified debrief model approach**
 - Survey assessment adapted to all care team members (satisfaction, burnout, recovery, etc.)
 - Focus groups and huddles to gather additional data
 - Anecdotal collection of trends from leadership
- c. Translate trends, themes, findings, and data into clear action items and recommendations to guide the BILHPC's recovery team**
 - Emphasis on safety
 - Reconnecting with patients
 - Re-igniting care "team" and sense of community
- d. Create opportunities for involvement, input, and feedback for care team members in the recovery process and align recovery and future care models with optimal care team member experience**
- e. Provide care team members with an opportunity to participate in programmatic support and resources throughout legacy systems that are most specific and effective to COVID-19, including:**
 - Peer support programs
 - Huddles/focus groups
 - Self-care resources
 - EAP
 - Coaching
 - Learning collaborative



- Others
- f. **Sustain organization-wide communication avenues that promote alignment between care teams and leadership, including the weekly BILHPC COVID-19 Forum**
- g. **Collaborate with Recovery Safety Task Force to add wellness and engagement to the safety coach's goals and responsibilities**