Our staff of over 500 were struggling to keep up and feel informed of all the many changes occurring daily and sometimes hourly when the COVID-19 pandemic started. We sent out daily electronic staff messages with updates, yet this did not seem adequate. Our Physician Advisory Council emphasized this as a growing need for our staff.

Our CEO initiated daily all staff webinar calls using the ZOOM platform. After the initial informational presentation, an online survey was provided to collect questions from the staff. Each 25 minute webinar call would start with staff questions with answers from various administrators, mostly our CEO, ACMO, CMIO, and Director of Human Resources. Then education about COVID, testing, and human resources issues was presented. Staff attendance was high and feedback was positive.

As our processes and work flows stabilized, we adjusted the all staff calls down to weekly, and now back up to twice a week as our rate of COVID cases is increasing. We believe this more personal means of communication has been valuable for our staff to feel informed, heard and connected during this difficult time.