**ONE-PAGE EXECUTIVE SUMMARY**

|  |  |
| --- | --- |
|  | **Topic Summary** |
|  | Delaware Valley Community Health’s Response to meeting the Quadruple Aim before the pandemic and the evolution of this strategy as a global pandemic hit. |
| **PROBLEM WE ARE SOLVING** | **SOLUTION TIMELINE** |
| As part of the quadruple aim, Delaware Valley Community Health in the early Fall of 2019, by surveying our providers with Maslach Burnout Inventory (MBI), this led to support mechanism led by our Director of Integrated BH ( Eric Elvanian) supporting our providers, then our care team and this evolved into caring for our employee population when COVID hit in the US. Little did we know the groundwork being laid in Fall 2019 would allow for a quick pivot when our employees needed us most. | * Fall 2019 MBI survey completed- led by our Wellness Launch team (interdisciplinary team made up of a BH Clinician, a Nurse, and 2 Doctors). This wellness group has executive buy in as well from our senior leadership team. * Internal Support group formulated at one site led by our site Medical Director and our Director of Integrated BH. * March 25-launched employee virtual meetings that staff could opt into to find community and support during these trying times * June 2 – launched a series related to exploring Racism in America -as a public health crisis and linked our work as an FQHC/our mission as Delaware Valley Community Health to support our employees and provide self-care strategies during these very turbulent times. * These virtual series continue today led by our BH team |
| **EXAMPLE OF EMIAL SENT** | **Example of Email sent** |
| .  **From:** Eric Elvanian <elvaniane@dvch.org> **Sent:** Wednesday, March 25, 2020 2:07 PM **To:** Eric Elvanian <elvaniane@dvch.org> **Subject:** Two Circles of Trust - Special Edition AND Parents' Edition    Hi everyone -  As we are starting to develop new work routines - some of us are home, some are at the office, some rotating between the two - against the backdrop of a significant public health crisis, many of us are being challenged in new ways.   Change rarely comes easy and we are all adapting, or trying to adapt, to these new routines and workflows, not only at work but at home in our personal lives.  Staying in, either alone or with your spouse/partner/family/kids/roommate, etc, the lack of ability to venture out and be among others, the TV binging, video games, books, and indoor activities you may have only done occasionally before - all of it is new to most of us.  On top of that, we are hearing constant messaging about COVID-19  24 hours a day, while living the reality of working in Primary Care settings during this critical time.   Anxiety, stress, uncertainty are very common, along with our feelings of compassion and desire to help our families, our patients, our coworkers, our friends, and ourselves. | From: Eric Elvanian <elvaniane@dvch.org>  Sent: Tuesday, June 2, 2020 4:41 PM  To: Scott McNeal <mcneals@dvch.org>  Subject: PLEASE READ - major shift in COT this week    This week: only one expanded all- staff meeting on Thursday from 11:30 am to 1:30 pm - no Parents' Circle of Trust this week!  To join the meeting, click the link in the calendar invitation or click the link at the bottom of this email.  Hi everyone -  As Dr. McNeal suggested, this week's Circle of Trust meeting will be very different than others. This one hits home in ways we can only try to begin to understand. We are going to speak to DVCH employees about how the murder of George Floyd, an African American at the hands of four Minneapolis police officers, and the events that have unfolded since, have affected them personally.  Each of us will see these events in unique ways - none are the "right" way to feel, nor the "wrong" - simply your story, your truth. As such Circle of Trust ensures a judgment-free, safe space to share. This will not be a time for debates, controversy, or evaluation of others' feelings, but instead an acknowledgement of your truth with the value of your individuality. This ensures your safety in speaking honestly, and is the best hope to begin to make changes for the better.  Our Integrated Behavioral Health Team will be on hand in the meeting to speak with anyone individually if necessary. This can be difficult material to hear from people we respect and care about, and it may spark some new (or old) feelings you were not expecting. Please use the resources on hand or others in your life to talk it through. This is all about dialogue. |