COVID-19

An End Stage Renal Disease (ESRD) National Coordinating Center (NCC) Professional Education Quickinar

May 27, 2020
Agenda

• What is this call about?
• Today’s speaker:
  ▪ Laura Cooley, PhD
    Academy of Communication in Healthcare
  ▪ Topic: COVID-19 Communication—Quick Tips to Connect
  ▪ Questions and answers (Q&As) from chat and Q&A panels
What Is This Call About?

• Hear from stakeholders and peers in the ESRD community who are adapting to COVID-19.
• Share examples and provide real-world strategies for facilities to use.
• Engage in weekly calls on varying topics.
COVID-19 COMMUNICATION

Quick Tips to Connect

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Quick Tips to Connect

<table>
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<tr>
<th>Be <em>Present</em>.</th>
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<tr>
<td>Identify patient/family needs.</td>
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<tr>
<td>Listen.</td>
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<tr>
<td>Respond. Provide empathy.</td>
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<td>Share information.</td>
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# Top 3 Tips to Connect

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<tr>
<th><strong>Be Present.</strong></th>
<th>Think of how you are feeling, with whom you are meeting, and a genuine way to connect.</th>
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<tr>
<td><strong>Listen.</strong></td>
<td>Time and resource limitations tempt us to interrupt. Brief moments of attentive listening allow the other person to feel “heard,” and often improves our understanding of their needs and expectations. Try to identify both the content and emotion you hear as you listen.</td>
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<tr>
<td><strong>Respond.</strong></td>
<td>Summarize what you heard in terms of content and attempt to name and validate their emotion. Offer a short statement of empathy.</td>
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<td><strong>Provide empathy.</strong></td>
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Respond with Empathy

- Non-verbal cues
- PEARLS©
  - Partnership
  - Emotion
  - Apology/Appreciation
  - Respect
  - Legitimization
  - Support
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http://www.achonline.org/COVID-19/Quick-Tips
Let Us Hear From You
Q&As from chat and Q&A panels
TheKidneyHub.org

Introducing TheKidneyHub.org.

• New resource for patients and professionals
• Secure, mobile-friendly web tool developed by the ESRD NCC with assistance from patient subject matter experts (SMEs)
• Links to important resources, such as:
  ▪ COVID-19 emergency resources.
  ▪ Patient-created resources on transplant, infection prevention, well-being, etc.
  ▪ Educational materials for new (and experienced) ESRD patients.
  ▪ And more.
Our Next COVID-19 Quickinar Events

• Save the dates for our next events.
  ▪ Patient-focused event:
    June 2, 2020, at 5 p.m. ET
  ▪ Provider-focused event:
    June 3, 2020, at 5 p.m. ET

• Visit www.kidneyCOVIDinfocenter.com for information and to register.
Thank You!

NCCinfo@hsag.com
844.472.4250
813.865.3545
www.esrdncc.org

Additional COVID-19 resources for patients and providers:

www.kidneyCOVIDinfocenter.com

This material was prepared the End Stage Renal Disease National Coordinating Center (ESRD NCC) contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government. Publication Number FL-ESRD NCC-7N56TD-05202020-01