

Leadership in the Age of the COVID-19 Crisis

CAPC Leadership Series Panel:

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Discussion Notes

- Time of resilience and fragility
- Character is informed/revealed in a crisis
- Use the things palliative care knows how to do well in this time- being the calmest in the room, discussing goals
- 5 words to describe team right now were collected to develop word map- an example of a small gesture that helps with team morale
- Leader role: channel (what little) energy there is into supporting someone else
- How can we maintain resiliency through so much financial insecurity?
- Transparency and addressing the 'what ifs' is important
- Through the change, listening is a priority
- Look at where the need is within the network- pivoting to the ER need for palliative care, which helps as consideration with regard to sustainability/'avoiding the chopping block'
- Find ways to connect in a meaningful way, which varies based on workload- Seeing leadership, offering control when possible amidst all uncertainty to empower them and alleviate stress
- Narrow or broadening focus is more feasible than multi-tasking- e.g. being intentional looking at organizational focus, narrow focus on staff in small, meaningful ways
- Not just 'have a self-care plan' but specific resources