COVID-19 has changed interactions between patients, providers and caregivers. Because there is so much variability in this area, the quality community should begin to find opportunities to embed patient/provider communication best practices into quality systems. Below are some resources curated by Project Patient Care that explore these important issues.

Communication Toolkits

Center to Advance Palliative Care (CAPC) COVID-19 Response Resources
CAPC provides a toolkit on communication during end of life / palliative situations

University of Wisconsin Toolkit on communicating with family members
The Best Case/Worst Case: ICU (COVID-19) toolkit helps palliative care clinicians and other clinicians navigate daily conversations with patients’ families. It also informs critical care clinicians about the lives of the patients they are caring for and supports families who are absent from the patient’s bedside and isolated at home. The toolkit can help critical care providers understand the patient’s overall trajectory when there is a high rate of care-team member transition.

Advance Care Planning
Collaboration between Advance Care Planning and RespectingChoices.org

Long-Term Care Resources

5 questions to ask if your loved one is in a quarantined facility

Keeping family & long-term facility residents connected

Recorded Webinar

Engaging Families of Hospitalized Patients
Recorded 4/3/20 from the Patient Safety Movement

Managing Stress & Anxiety

CDC Resources on coping with stress during COVID-19

NAMI COVID-19 Information & Resources
Morale & Gratitude

Blog post: In a pandemic, does patient feedback still matter?

Thread: 7 tips on boosting the effects of gratitude

Blog post: Innovative ways to say thank you

News Articles

Comfort amid the chaos: How 4 systems are helping patients connect with loved ones during the pandemic
COVID-19 visitor restrictions are forcing hospitals to find new ways for all patients — not just those with the virus — to connect with their loved ones and, in some cases, say goodbye.

These connections come in many different shapes and forms — a dying patient video-chatting with her incarcerated son or clinicians playing a family member's recorded voice message in a critically ill patient's ear — but they all have the same goal: to maintain patient-centered, holistic care, even amid the grim realities of the pandemic.

iPads Are Crucial Health Care Tools in Combating Covid-19
From Wired Magazine: Hospitals are deploying tablets and smartphones to protect staff, preserve protective equipment, and help patients connect with loved ones.

Texts from My Father, In Elmhurst Hospital
From The New Yorker: a piece written by a family member about communicating with a dying patient.

‘I’m Sorry I Can’t Kiss You’ — Coronavirus Victims Are Dying Alone
From The Wall Street Journal: A brutal hallmark of the pandemic is the way it isolates victims in their final moments

Revised Guidelines

CMS: Nursing Homes

CMS: Hospitals, Psychiatric Hospitals, and Critical Access Hospitals (CAHs)

WHO: Advice on the use of masks in the context of COVID-19