



## **Resources for Acute Care Hospitals To Maintain Person-and-Family Centered Care during the COVID-19 Crisis**

The Hospital and Healthsystem Association of Pennsylvania (HAP) offers guidance for acute care hospitals to continue a commitment of providing high quality care that places the patient at the center of the health care team during the COVID-19 crisis.

### **Caring Communication**

This section describes ways to express caring during difficult conversations.

- [Caring Messages Applicable During the COVID-19 Pandemic](#)  
Planetree International offers examples of caring communication in a variety of situations people in health care are encountering today
- [Addressing Human Experience in the Face of COVID-19](#)  
The Beryl Institute asks the question: What are your most crucial efforts to ensure a focus on the human experience is not lost during this health crisis?

### **Visitation Guidelines**

This section provides guidance related to hospital visitation.

- [Planetree Person Centered Care Perspectives: Family Presence and Visitation Guidelines During a Pandemic](#)  
Planetree International offers guidelines for responsibly managing family presence in the hospital setting during the COVID-19 pandemic

### **Rounding Tools**

This section provides questions for rounding that may be used during a pandemic.

- [Patient/Resident Rounding Tool](#)
- [Leader to Staff Tool](#)
- [Senior Leader Tool](#)  
The Planetree International organization provides tools to encourage open discussion with patients and staff

### **Telehealth**

This section provides practical advice for implementing telemedicine in a health care practice.

- [Telemedicine: Virtual Connection in an Age of Social Distancing](#)  
A physician from the Center to Advance Palliative Care makes the case for telemedicine and provides tips for the best possible interaction during the COVID-19 pandemic

### **Social Media**

This section provides advice related to using social media effectively during a pandemic.

- [How to Use Social Media to Better Engage People Affected by Crises](#)  
The International Foundation of Red Cross and Red Crescent Societies (IFRC) offer tips on the use of social media as part of the COVID-19 response