

# LESSONS LEARNED DURING THE PANDEMIC: ONE HOSPITAL'S STORY



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**RESILIENCE**

The capacity of individuals, communities, institutions, businesses, and systems to survive, adapt, and improve conditions no matter what kinds of chronic stresses and acute shocks they experience.



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## Pana Community Hospital

- 22 Bed Critical Access Hospital
- Serving since 1914
- Own and operate six primary care clinics
- Medical mall adjacent to hospital host specialty care
- Completed MFP building project - \$20.4m



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### Open House



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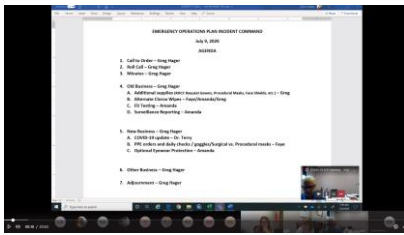
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### Lesson – When the going gets tough...



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### Community Support



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### Employee Resilience and Adaptability



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### Employee Resilience and Adaptability



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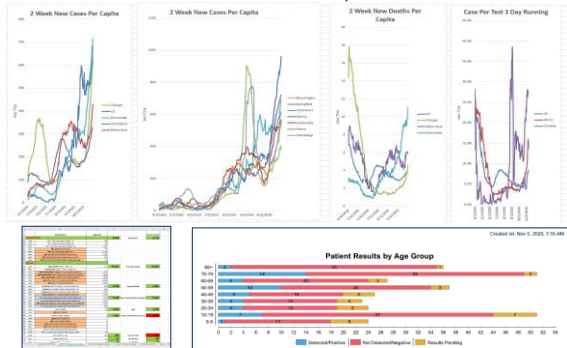
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### Lesson – Monitor Key Statistics



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### Lesson – Communication Is Important

*Various Outlets a Must*

The complex block illustrates various communication outlets used by Pana Community Hospital. It includes:

- A screenshot of the hospital's social media page (Facebook) with a COVID-19 update post.
- A screenshot of the hospital's website homepage featuring COVID-19 update banners.
- A screenshot of the hospital's mobile app interface.

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### More Variations

The complex block shows more variations of hospital communication and signage. It includes:

- A video screenshot of a staff member speaking.
- A sign for the hospital entrance: "ENTRANCE IS CLOSED PLEASE USE HOSPITAL ENTRANCE".
- A sign for the emergency department: "Please Wait Here".
- A "MASKS REQUIRED TO ENTER" sign with a graphic of a face mask.
- A "Modified Visitor Policy" sign with the following text:
  - Modified Visitor Policy**
  - To Prevent the Spread of COVID-19**
  - ONE visitor per patient is permitted to enter the facility.
  - Everyone entering hospital will be required to wear a mask.
  - Everyone will be screened for presence of COVID-19 symptoms.
  - Who are under the age of 18 is permitted to wait in the public areas, unless being seen as a patient.

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The Power of a Common Message

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Lesson – Flexibility Is Key

With procedures like Capital Purchases

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With Technology

Row Labels	Count of Enc Financial Num
Assumption Clinic	15
CAC FastCare	1
Nokomis Clinic	9
Nokomis Med Group	20
Pana Clinic	43
Pana Med Group	142
Ramsey Med Group	46
Grand Total	226

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### When Caring for Patients



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### When Doing our Jobs



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### Lesson - Do little things for the staff



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*Have some fun*

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THANK YOU FOR ALL YOU DO FOR  
YOUR ORGANIZATIONS AND  
COMMUNITIES!

WE WILL GET THROUGH THIS!

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