



WHERE WILL YOU BE POST-PANDEMIC?





CLINICIAN HEALTH

Status	 Burned Out & Divided	 Resilient & United
Strategies	<ul style="list-style-type: none"> Assume automatic loyalty Focus on financial health over provider health Wait for volumes and staffing schedules to go back to normal 	<ul style="list-style-type: none"> Recognize hard work, be visible to your clinical teams, and show appreciation often Prioritize access to and acceptability of mental health support Proactively address staffing shortages and shifting volumes





FINANCIAL HEALTH

Status	 Struggling & Scraping	 Growing & Innovating
Strategies	<ul style="list-style-type: none"> Strategize and make decisions only at the highest leadership level Abandon all innovation in the name of cost-savings Try to get by with minimal staff Stay in survival mode too long Pursue long-term goals too quickly 	<ul style="list-style-type: none"> Recalibrate leadership around shared goals Ask each department leader to create a plan for short-term recovery and long-term sustainability Involve interested clinicians in strategy conversations Be willing to use a partner or consultant with best practice knowledge, deep expertise, and valuable connections



COMMUNITY HEALTH

Status	 Avoidant & Trepidatious	 Engaged & Trusting
Strategies	<ul style="list-style-type: none"> Go back to pre-pandemic “normal” Assume patients will find answers they need from other sources Keep patient engagement on the “wish list” rather than the “to-do” list Pursue long-term goals too quickly 	<ul style="list-style-type: none"> Continue to offer affordable, accessible options like telehealth or patient information call lines Stay active on social media to share important info and health tips Utilize data to understand and address various population health needs Partner with local businesses to advise on back-to-office processes and ongoing health screenings

