


THE BERYL INSTITUTE



An Introduction to The Beryl Institute:
A Patient Perspective on Experience &
What Matters to Measurement



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The Beryl Institute is a **community of practice** that **builds the capacity of organizations** to deliver exceptional healthcare experiences and **develops individuals** who drive experience excellence.



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Defining Patient Experience

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

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Changing Healthcare Globally

Changing healthcare by ensuring an unwavering commitment to the **HUMAN EXPERIENCE**

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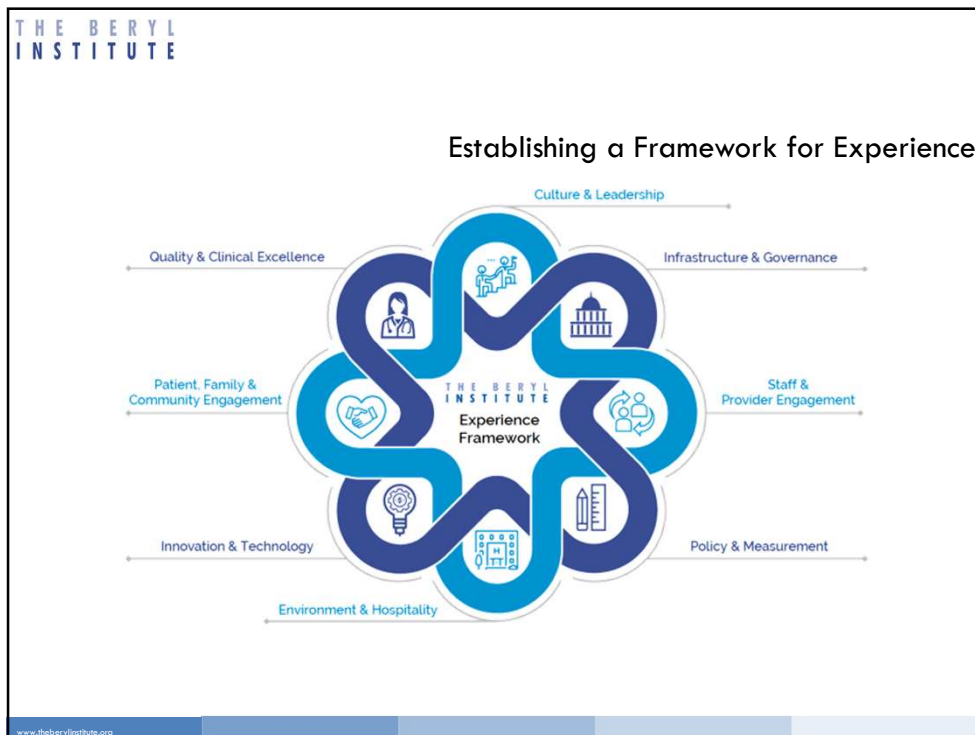
Global Patient & Family Advisory Board

The Global Patient and Family Advisory Board complements the Institute's boards by ensuring the voices of patients and families are a central consideration in the strategic direction and offerings of the Institute.

 GPFAB Co-Chair Victoria Basket, CPXP Director of Patient Experience, Wayne UNC Health Care Goldsboro, NC	 GPFAB Co-Chair Denise Durgin Executive Coach Back Bay Leadership McKean, VA	 Rosie Bartel Patient Advisor Chilton, WI	 Jim Castellone Medical Dir, Department of Emergency Medicine, Eastern CT Health Network Manchester, CT	 Isabela Castro PX and QI Consultant Rede D'or Sao Luis Rio De Janeiro, Brazil
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 Kristen Schultz Independent Living Specialist Access to Independence Madison, WI	 Tony Serge GPFAC Member Groton, MA	 Mary Anne Sterling EVP, Caregiver Experience, Lytpact Ashburn, VA	 Loir Sweeney Patient Experience Mgr. Southern Maine Health Care Biddeford, ME	 Janepher Wabulyu Research & Advocacy Officer Uganda Alliance of Patient's Organizations Kampala, Uganda

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Experience Framework

Strategic Lenses	Why
 Culture & Leadership	The foundation of any successful experience effort is set on who an organization is, its purpose and values, and how it is led.
 Patient, Family & Community Engagement	Central to any experience effort are the voices of, contributions from and partnerships with those receiving care and the community served.
 Staff & Provider Engagement	Caring for those delivering and supporting the delivery of care and reaffirming a connection to meaning and purpose is fundamental to the successful realization of a positive experience.
 Environment & Hospitality	The space in which a healthcare experience is delivered and the practices implemented to ensure a positive, comfortable and compassionate encounter must be part of every effort.
 Quality & Clinical Excellence	Experience encompasses all an individual encounters and the expectations they have for safe, quality, reliable, and effective care focused on positively impacting health and well-being.
 Infrastructure & Governance	Effective experience efforts require both the right structures and processes by which to operate and communicate and the formal guidance in place to ensure sustained strategic focus.
 Innovation & Technology	As a focus on experience expands, it requires new ways of thinking and doing and the technologies and tools to ensure efficiencies, expand capacities and extend boundaries of care.
 Policy & Measurement	Experience is driven and influenced by external factors and systemic and financial realities and requires accepted and understood metrics to effectively measure outcomes and drive action.

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Resources



<http://bit.ly/PtExpConsumerStudy>



<https://pxjournal.org/>



<http://bit.ly/ToCareIsHuman2018>



PX POLICY FORUM | Patient Experience Policy Forum
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