Human Experience 2030 Report Released by The Beryl Institute
Global inquiry examines fundamental actions for the future of the human experience in healthcare

Nashville, TN (June 25, 2020) – Reinforcing its commitment to elevate the human experience in healthcare, The Beryl Institute publishes the Human Experience 2030 (HX2030) vision report. HX2030 began as a community inquiry focused on establishing fundamental actions to guide healthcare in ensuring an unwavering commitment to the human experience over the next decade.

Over 1,000 members of The Beryl Institute community provided input through a series of virtual conversations and a global survey. These concepts and ideas were reviewed by a steering team of community leaders who aligned and refined the ideas to create a dynamic framework that will be essential to elevate a commitment to human experience.

The research is grounded in three essential changes needed for healthcare transformation and three foundational needs to move toward the future of human experience. Six fundamental actions are also identified in the report, highlighting the dynamic and guiding framework for elevating human experience over the next ten years for those receiving and delivering care:

**Patients and Care Partners:**
1. Reframe consumerism to patient and consumer partnership.
2. Provide a precision experience through the use of real-time data and decision analytics.

**Workforce:**
3. Address process burdens and workload issues for healthcare workers.
4. Transform professional models for a new healthcare workforce.

**Communities:**
5. Expand beyond treating illness to addressing the health and well-being of communities.
6. Meet people where they are, where they need it and follow them where they go.

The report concludes with a depiction of how the COVID-19 pandemic and the reckoning of systemic racism in all areas of society, including healthcare, provide pressure for necessary change.

“Through this work, we have identified the ideas and actions that will not only drive our efforts, but more holistically guide us forward,” said Jason Wolf, PhD, CPXP, President & CEO of The Beryl Institute. “The future of human experience is not just a place we will eventually arrive, but rather it is an awareness of what we must do starting in this moment to lead us through the days, months and years ahead.”

To download the report and learn more about HX2030, please visit:
[https://www.theberylinstitute.org/HX2030](https://www.theberylinstitute.org/HX2030)

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About The Beryl Institute:

The Beryl Institute is the global community of practice committed to elevating the human experience in healthcare. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

About InMoment:

InMoment™ helps organizations deliver more valuable and inspiring experiences to their customers, patients, and employees at every moment in their journey. Our clients gain the wisdom of our experts—who bring deep domain knowledge in experience design and delivery—coupled with our award-winning Experience Intelligence (XI)™ platform that continually analyzes and evaluates enterprise experience data and feedback. Recognized as a leader and innovator in our sector, we collaborate with the world’s leading brands to attract, engage, and retain their customers, patients, and employees. We are fiercely proud that our clients continually tell us they love the experience of working with our company, as we constantly stretch to exceed their expectations.