The Beryl Institute Overview

Michelle Garrison, Vice President, Membership
Lindsay Lewandowski, Manager, Member Experience
Objectives

• Provide an overview of The Beryl Institute’s mission, commitment and stand

• Share an overview of The Beryl Institute’s membership resources and benefits

• Provide information on how to get started
The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute
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.
Changing healthcare by ensuring an unwavering commitment to the HUMAN EXPERIENCE
The Experience Ecosystem

An interconnected community of resources, organizations and solutions to support healthcare teams in positively impacting the patient experience.
Membership Benefits

- **Publications**: Gather insights from leading research reports, white papers, and case studies.
- **Webinars**: Learn proven practices from PX leaders around the world.
- **Assessments**: Discover your organization’s experience strengths and opportunities.
- **Learning Bites**: Access short videos to share at team meetings or huddles.
- **Topic Calls**: Participate in live conversations with other PX leaders.
- **Professional Development**: Elevate your career with the latest PX education.
- **PX Connect**: Learn, share, and collaborate in online discussions with peers.
- **PX 101**: Enhance your organization’s foundation in PX excellence.
- **Events**: Learn and recharge at innovative gatherings of PX leaders.
Publications and Research
Latest Case Study

Improving the Perioperative Experience for Autism Spectrum Disorder Patients

Dayton Children's Hospital has seen an increased number of patients in their perioperative environment with a diagnosis of autism spectrum disorders over the last few years. Their goal was to decrease anxiety and maladaptive behaviors without the use of medications. This case study explains how they were able to improve the experience for patients with autism spectrum disorder, decrease the need for medications to help anxiety during the preoperative process and decrease anxiety and maladaptive behaviors without the use of medications.

Latest On the Road

Meeting People Where They Are: The Essential Power of Serving Those with the Greatest Needs

Hennepin Healthcare
Minneapolis, MN

Our latest On the Road took us to visit brought us to a place deeply rooted in its community, stoned in history, focused on service and committed to those with the greatest needs. At Hennepin Healthcare Jason was honored to meet team members, patients and family members who truly personified the idea that at the heart of healthcare we are human beings caring for human beings. Their actions and efforts, their purpose and commitment all reinforced what remains right and good about healthcare.
Learning Resources - Podcasts

Leading the Conversation
Hosted by Jason Wolf

"Leading the Conversation" is where we engage in the global conversation on improving patient experience through the eyes of those leading and driving change across the continuum of care and elevate the importance of the human experience at the heart of healthcare.

Humans in Healthcare
Hosted by Tiffany Christensen

"Humans in Healthcare" is where we examine The Beryl Institute’s 8 Strategic Lenses of The Experience Ecosystem through the eyes of those delivering and receiving care. By hearing stories from the frontlines, we elevate the human experience in healthcare.
Learning Resources – Learning Bite Videos

Improving the Patient Experience in a Virtual Care Environment
Lara Goodland, Senior Director, Clinical Operations
PwN/Health
Running Time: 4:16
View

Managing the Wait
Diane McGarry, Manager, Patient and Family Experience
St. Jude Children’s Research Hospital
Running Time: 4:20
View

Managing Service into Safety Huddles: Promoting Team Collaboration
Sasha Holtzman, HIM, MPH, CCM, Director of Medical, Case Management and Flow Pool
Sarah Bush Lincoln
Running Time: 3:38
View

Want to Engage Physicians? Speak Their Language
Justin Bright, M.D., Senior Staff Physician/Patient Experience Champion
Henry Ford Hospital
Running Time: 4:52
View

Inspiring Patient Experience Data Doubters
Stephanie Wells, Director of Patient Experience at Methodist Health System
Methodist Health System
Running Time: 3:06
View

Transforming Care in the Ambulatory Setting
CJ Hendri, Chief Patient Experience Officer
Mission Health System
Running Time: 4:26
View
Most webinars offered by The Beryl Institute are eligible for one Patient Experience Continuing Education Credit (PXEs).
May 12, 2-3 PM ET
How Do You Create an Engaged and Effective Patient and Family Advisory Council?
Mary Abshour, MA, Vice President, Programs and Publications, Institute for Patient- and Family-Centered Care

Patient and Family Advisory Councils (PFACs) can be invaluable partners in efforts to improve patient experience, quality, and safety. On this topic call, key steps and strategies to create a sustainable and productive PFAC and examples from the field will be presented. Come prepared to share and discuss your successes and challenges.

Register Now

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<td>How can you use real-time patient feedback to coach physicians?</td>
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<td>How are you using personal storytelling to positively impact the Human Experience in Healthcare?</td>
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<td>Next Level Service Recovery: How do you enhance the experience by closing the loop with patients?</td>
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<td>How can you identify communication gaps using “Pegology: A Simulation In Unexperience?”</td>
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<td>How are you improving the experience of waiting for patients and families?</td>
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<td>How can a Voice of the Patient Panel support your patient experience efforts?</td>
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<td>How do you create meaningful huddles to help drive staff engagement, patient quality, and patient experience?</td>
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<td>How are you partnering with community organizations to improve transitions of care?</td>
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<td>How are you building cultural competence within your organization to support your patient experience efforts?</td>
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<td>What are the current rounding practices and tools you are using?</td>
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<td>Recognizing Physician and APC burnout is one thing, but what can you do to invest in your providers and create resiliency?</td>
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<td>How do you effectively implement LEAN to support your patient experience efforts?</td>
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<td>How do you interpret data and identify tactics to impact Home Health patient experience?</td>
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<td>How are you using smartphones to improve patient engagement?</td>
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<td>How do you Utilize Ambassadors/Advocates/Liaisons in the Emergency Department?</td>
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Events - Patient Experience Conference

Engage in learning from home or work.

While we will not meet in person for Patient Experience Conference 2020, we offer you the opportunity to connect with the PX community where you are through a virtual conference held via Zoom, April 27 - September 19, 2020.

- Over 50 breakout sessions
- Conference community interaction via PX Connect
- Virtual exhibit hall
- PX2020 T-Shirt
Patient Experience Conference 2021

APRIL 7-9, 2021
Marriott Marquis San Diego Marina • San Diego, CA

Patient Experience Conference 2022

March 28-30, 2022
JW Marriott Indianapolis • Indianapolis, IN

Patient Experience Conference 2023

March 27-29, 2023
Hilton Anatole • Dallas, TX
Events - Regional PX Pop-Ups

Designed to facilitate networking opportunities and build the local patient experience community, PX Pop-Up events provides members and guests the opportunity to further network with colleagues in their region and engage in facilitated discussion to share ideas, hear successful strategies and learn from other challenges on patient experience improvement.
Includes links to:

- Community briefings
- Webinars
- Podcasts
- Blogs
- Community Discussions
- And More
Resource Pages – Volunteer Resources

Volunteer Professional Resources
- Upcoming Events
- White Papers
- Webinar Recordings
- PX Connect Discussions
- PX Learning Bites
- Topic Call Recordings
- Patient Experience Journal
- On the Road
- State Chapters

Join the Community
We invite members of The Beryl Institute to join the Volunteer Professionals special interest community in order to receive volunteer professional newsletters, notification of upcoming volunteer professional-related events and to gain access to the Volunteer Professionals Community discussion boards in PX Connect.

> Join Now

Community Co-chairs
Special thanks to the co-chairs of the Volunteer Professionals Community for their leadership to support sharing and connections amongst members.

Cheryl Call
Director of Volunteer, Gift Shop, Language and Chaplaincy Services
Utah Valley Hospital, Intermountain Healthcare

Linda Fisher
Regional Director Volunteer and Guest Services
UCHealth

Eileen Pelletier
Director of Volunteer Services
Hartford Hospital
PX Connect

Welcomeing you to the Volunteer Professionals Community...

BY: LINDA LEWANDOWSKI, YESTERDAY
Welcome to The Beryl Institute and to the Volunteer Professionals PX Connect Community! We are so excited for you to join us. As the community of practice committed to elevating the human experience in healthcare, we believe there is great alignment...

Virtual Volunteer Visits: Training and Guidance for...

BY: EMILY MARTIN, 2 HOURS AGO
Hi Friends, I know many of you previously mentioned on other listservs that you would be or were already utilizing volunteers for virtual visits with patients via Zoom, Skype, etc... I would love to hear more about those programs. What...

RE: WELCOMING YOU TO THE VOLUNTEER PROFESSIONALS C...

BY: ANGELA PURINTON, 4 HOURS AGO
Good morning! I was a relatively new member of AHVRP and joined to learn best practices from the community members. The transition of AHVRP to the Beryl Institute is exciting as I believe that I will be able to hear from more healthcare leaders and integrate...

RE: AHVRP Listserv Topic: Best Practices - Distinct...

BY: DANNY FABRIS, YESTERDAY
Hi Lindsay, My previous position was as a Volunteer Coordinator at my current facility. There are separate ID badges for employees and volunteers. Employees have a white horizontal badge and volunteers have a brown vertical badge. Very distinct from...
THANK YOU, BE SAFE and STAY WELL!