THE NEW EXISTENCE

A Framework for Action for the Future of Healthcare

This moment in our shared history, as we tackle a global pandemic and face the societal realities of inequity and racism, has shifted the foundations of healthcare forever and revealed the cracks and systemic weaknesses of healthcare globally. There is no normal to which we can, or should, return. Rather, we are called upon to co-create a new existence for healthcare.

For this reason, guided by a global steering team and informed by the voices of our community, The Beryl Institute has undertaken The New Existence Project. This effort will help to define what this new existence will look like; what it will call on us to do in practice, process and policy; and what it will ask of us as people moving healthcare forward.

Grounded in the strategic lenses that shape the experience framework in healthcare and leading us to our community vision – Human Experience 2030 – a focus on The New Existence will align disparate efforts and ensure the human experience at the heart of healthcare flourishes. It will ultimately steer us through this moment to a future we create together.

The New Existence is built on these foundational agreements:

- This work is born from our common experience in this moment

- We are all humans in healthcare and must recognize and act on what impacts us together

- We insist on equity in healthcare

- We commit to working better together, through and beyond this moment

- We will come out of this crisis as better human beings, organizations & systems

To move towards New Existence we suggest a focus on four essential areas presented on the page that follows and offer an associated set of actions aligned with each. Each action item will be supported by a repository of practices and resources to support organizations in their efforts.

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.

A Framework for Action for the Future of Healthcare

Care Teams

Redefine and advance the integrated nature of and critical role patients and their circle of support play on care teams.

Redefine the care team

- Identify care team members, including the patient's family, healthcare providers and the patient's circle of support.
- Orient care team members, including the patient, to their roles, responsibilities and benefits of being an active part of the care team.
- Include a formal care partner as part of the patient's care team, and consider peer mentors and cultural brokers and partners.

Invite and activate partnership

- Ensure patients and families co-develop the care plan and are an active part of care team interactions and decision-making discussions.
- Identify and act on what matters most to patients, families and the patient's circle of support.
- Identify and eliminate barriers to effective care team partnership.
- Encourage patients and families to serve in roles beyond their own care journey.

Commit to care team well-being

- Celebrate and recognize all those providing and receiving care, and restore joy in work.
- Monitor and manage trauma, burnout and resilience within all care team members.
- Acknowledge and reduce the stigma associated with mental and behavioral health for all care team members.

Governance & Leadership

Reimagine, redefine and reshape the essential role of leadership in driving systematic change.

Create transparency across the healthcare ecosystem

- Commit to an integrated strategy for improving patient experience.
- Create a culture of trust.
- Facilitate communication among healthcare, research and advocacy organizations.

Restore and nurture confidence

- Formalize outreach programs with patients, families, healthcare professionals and communities.
- Actively seek to understand the concerns and needs of patients, families, healthcare professionals and communities.
- Engage all stakeholders in the co-production, design, implementation and evaluation of new and existing initiatives.

Transform healthcare in collaboration with diverse voices

- Engage networks of diverse community leaders as partners to transform the health of the community.
- Address the moral and social determinants of health.
- Take direct action to ensure equity in healthcare.

Models of Care & Operations

Co-design systems, processes and behaviors to deliver the best human experience.

Co-design intentional, innovative and collaborative systems

- Create collaborative systems that integrate principles of quality, safety, engagement and well-being.
- Use human-centered co-design to ensure consistent and equitable systems that are personalized and inspire confidence.

Innovate processes of care to transform behavior

- Co-design workflows that promote partnership among patients, families, healthcare professionals and communities.
- Solicit and act on feedback at each touchpoint regarding outcomes that matter.
- Develop and apply standardized measures and tools for continuous improvement.

Policy & Systemic Issues

Advocate for equitable institutional, governmental and payor policies, incentives and funding to drive positive change.

Hardwire human partnership in the healthcare ecosystem

- Elevate the expertise of patients and the patient's circle of support.
- Engage patients, families, healthcare professionals and communities in advocacy.
- Remove barriers to accessing care.

Research, measure and dismantle the structures and systems that lead to disparities

- Identify where inequity and bias exist within current policies and processes.
- Examine the data to understand the disparities that influence experience and outcomes.
- Dismantle policies and practices that deliver inequitable outcomes.
- Deploy practices that ensure equitable health outcomes.

Modernize the surveys and democratize the data

- Diversify the ways in which we capture, hear and listen to patient and family voices across care settings.
- Democratize patient experience survey data to be more transparent, accessible and actionable.
- Modernize patient experience surveys to capture current and relevant information on patient needs and priorities.