The Beryl Institute Announces Launch of Patient Experience Pediatric Council
Healthcare Leaders to Influence the Expansion of Patient Experience Efforts in Pediatric Healthcare Settings

Dallas, TX (February 20, 2019) – In expanding its commitment to improving the patient experience through collaboration and shared knowledge, The Beryl Institute introduces the Pediatric Council. The Institute’s Pediatric Council represents a group of individuals committed to engaging with one another, sharing ideas and expanding the engagement of pediatric patient experience leaders in The Beryl Institute community.

Members of the Institute’s Pediatric Council are passionate about the advancement of pediatric patient experience and ensuring resources are available to support pediatric leaders in advancing the human experience in healthcare. The Pediatric Council will guide program development and advise The Beryl Institute on topics of relevance and issues pertaining to pediatric leaders and staff.

“As we continue to expand the reach of the Institute we remain committed to engaging leading thinkers in the field of Patient Experience to help guide us on our ongoing journey,” said Jason Wolf, President, The Beryl Institute. “Our volunteer leaders help ensure The Beryl Institute remains a valuable and innovative source of research, resources and connections.”

Complementing the Institute’s other boards and councils, Pediatric Council members each serve in a patient experience related role for a children’s healthcare provider organization and include:

Co-Chairs:
- Barbara Burke, Senior Director, Patient-Family Experience, Ann & Robert H. Lurie Children’s Hospital of Chicago, Chicago, IL
- Anne Marie Richards, Family Centered Care Program Coordinator, The Children’s Hospital of Philadelphia, Philadelphia, PA
- Kate Martin, Founder and Director, Common Room Consulting Ltd., London, England

Council Members:
- Jan Althouse, MHA, FACHE, LSSBB, Patient Experience Manager, Cook Children’s Health Care System, DE
- Tina Arcidiacono, CPXP, Director, Patient Experience, Nemours Children’s Health System, Wilmington, DE
- Darla Cohen, CPXP, Program Coordinator Patient Experience, Indiana University Health, Indianapolis, IN
- Jennifer Coldren, CPXP, Patient Experience Coordinator, Children’s National Health System, Washington, DC
- Janet Cross, CPXP, Administrative Director, Pt. & Family-Centered Care, Monroe Carell Jr., Children’s Hospital at Vanderbilt, Nashville, TN
- Christine Cunningham, CPXP, Administrative Director, OPE, Stanford Children’s Health, Palo Alto, CA
- Megan DeBolt, Patient Experience Specialist, East Tennessee Children’s Hospital, Knoxville, TN
• Shellie Doub, Family Partnership Coordinator, Dayton Children’s Hospital, Dayton, OH
• Quinn Franklin, Assistant Director – Psychosocial Division, Texas Children’s Hospital, Houston, TX
• Susan Glland, PFE Coordinator, Connecticut Children’s Medical Center, Hartford, CT
• Dustin Goad, Quality Risk, and Safety Manager, Arkansas Children’s Hospital, Little Rock, AR
• Elena Gonzalez, Experience Improvement Manager, Stanford Children’s Health Lucile Health Packard Children’s Hospital Stanford, Palo Alto, CA
• Erika Holliday, Past President, Ann and Robert H. Lurie Children’s Hospital of Chicago, Homewood, IL
• Christine Kouri, Manager, Patient Experience, CHEO, Ottawa, ON
• Brennan Lewis, Director, Patient Family Education & Engagement, Children’s Health, Dallas, TX
• Chris Lombardi, Patient Experience Liaison, Children’s National Health System, Washington, DC
• Cerie Lytle, CPXP, Patient Experience Manager, Children’s Hospital & Medical Center, Omaha, NE
• Laura McDonagh, Director, Northwell Health Cohen, Children’s Medical Center, New Hyde Park, NY
• Leslie Moore, CPXP, Specialty Nurse, Arkansas Children’s Hospital, Little Rock, AR
• Janine Patton, Certified Child Life Specialist, Texas Children’s Hospital, Houston, TX
• Teresa Prouty, Family Partnership Coordinator, Dayton Children’s Hospital, Dayton, OH
• Lisa Schiller, CPXP, Director, Patient Relations/Service Excellence, Children’s Hospital Los Angeles, Los Angeles, CA
• Sandra Schultz, CPXP, Customer Service Manager, CHOC Children’s, Orange, CA
• Eileen Stephens, Family Engagement associate/Family Advisory Council, UCS Benioff Children’s Hospital Oakland, Walnut Creek, CA
• Katie Taff, CPXP, Manager, Patient & Family Engagement, Children’s Mercy Kansas City, Kansas City, MO

For more information on the Pediatric Council of The Beryl Institute, visit: https://www.theberylinstitute.org/page/PEDCOUNCIL

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About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. 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.