Patient Experience Policy Forum Commits to Impact Healthcare Policy with a Focus on Patient, Family and Caregiver Experience

Inaugural Meeting in Washington, D.C. Gathers Patients, Family Members and Healthcare Executives to Drive Action and Elevate Conversation on Shaping Healthcare Policy

Dallas, Texas (September 19, 2017) – In recognizing the growing imperative to influence and shape policy at the national and state levels on issues directly affecting the patient and family experience, the Patient Experience Policy Forum (PXPF) Inaugural Meeting brings together healthcare leaders, experience officers, policy experts and patient and family advocates for the formal launch of the PXPF as it introduces its formal charter and announces its executive board.

PXPF invites individuals to watch the live broadcast of the formal charter announcement today, September 19, from 12:00 – 12:30 PM ET. The live broadcast will include a brief overview from Jason A. Wolf, PhD, CPXP, President of The Beryl Institute, and formal introduction to the from PXPF Co-Chairs, Shari Berman, Patient Advocate and Co-Chair of The Beryl Institute Global Patient and Family Advisory Council and Rick Evans, Senior Vice President and Chief Experience Officer for the NewYork-Presbyterian Hospital. The balance of healthcare organizational and patient and family voice is a central value of the PXPF and the executive board represents the equal balances of those voices.

PXPF represents a broad-based coalition of organizations and individuals engaged in advocacy and action to give a greater voice in health care policy to those working to improve the patient and family experience. The board invites and encourages all interested in this work to join them in this journey and to stay connected with the PXPF.

PXPF believes that the interests of patients and families must drive all public policy aimed at improving the healthcare experience, and advocate for policies that will:

- **Advance Patient-Provider Partnerships:** Patients and families and their clinical care providers must be at the table at all levels of healthcare policy-making.
- **Strengthen Support for Patient and Family Involvement:** Patients and families must be provided with education, tools and support to effectively participate in policy-making and in their own care.
- **Strengthen Support for Professional Involvement:** Health care professionals must be provided with education, tools and support to build effective relationships with patients and families.
- **Reduce Disparities:** Disparities in the care experienced by patients and families from vulnerable and marginalized populations must be reduced or eliminated entirely.
• **Improve Patient-Centered Measurement and Reporting:** Methods of assessing and reporting patient experience must be made more efficient and effective for both patients and providers.

• **Elevate the Value Case:** The direct connection of patient experience to health care outcomes must be clearly defined and integrated into all relevant policy and reimbursement structures.

"I am excited to serve as co-chair, representing patients and families whose voices are often not heard when it comes to making policy decisions that affect their care. PXPF is truly a collaborative effort and coalition of voices; hospitals leaders, patients and families joining together focused on issues we all care about," said Shari Berman, PXPF Co-Chair and Patient Advocate and Advisor of Patient-Centered Care.

“It's an honor to serve as one of the first co-chairs of this coalition. There are real and substantial policy issues connected with patient experience that need a voice in Washington, and I look forward to working with patients and my hospital colleagues in advancing this critical agenda at this critical time,” said Rick Evans, PXPF Co-Chair and Senior Vice President and Chief Experience Officer at NewYork-Presbyterian Hospital.

To learn more about PXPF and to watch the live broadcast, visit: [http://www.pxpolicyforum.org/](http://www.pxpolicyforum.org/).

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About Patient Experience Policy Forum
The Patient Experience Policy Forum (PXPF) is a broad-based coalition committed to leading advocacy and action in giving a greater policy voice to those working to improve the patient and family experience in healthcare.

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 the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.