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Association of Health Care Volunteer Resource Professionals to Join The Beryl Institute

Leaders identify strong alignment with mission to elevate the human experience

Nashville, TN (July 28, 2020) – Acknowledging the critical role volunteer professionals play in advancing patient experience efforts globally, [The Beryl Institute](https://www.theberylinstitute.org) announces a collaborative partnership to integrate members and resources of the Association of Health Care Volunteer Resource Professionals (AHVRP) into its patient experience community as of July 31, 2020. Currently part of the American Hospital Association (AHA), AHVRP has a 52-year history supporting healthcare volunteer services, retail operations and related support services disciplines.

AHA notified members in April that it would disband AHVRP and would seek a new home for the organization that offered better alignment to its ongoing mission while also supporting its history and legacy. “Hospitals know that volunteer leaders and the volunteers they oversee have an impact on the patient experience. It is not unusual for a volunteer to be the first and last person a patient sees at a facility,” said the AHA Monday in an update to current AHVRP members announcing the transition to the Institute.

AHVRP’s community of over 1,100 members will become part of The Beryl Institute, the global community of practice committed to elevating the human experience in healthcare. Current AHVRP resources, including its webinar archive, publications and learning programs, will be incorporated into The Beryl Institute’s library of patient experience resources.

In addition, the Institute will introduce a special interest community for Volunteer Service Professionals to support the ongoing sharing and networking of AHVRP members and others leading volunteer programs throughout the healthcare continuum. AHVRP’s annual conference will be integrated into The Beryl Institute’s annual [Patient Experience Conference](#), offering a dedicated learning track for volunteer professionals along with networking and connection opportunities.

Eileen Pelletier, AHVRP’s current President, Cheryl Call, AHVRP’s President-Elect, and Linda Fisher, AHVRP’s Past President will join the Institute’s [Patient Experience Advisory Board](#) as well as serve as co-leaders for the Institute’s new Volunteer Service Professional Community.

“We are excited and honored to welcome AHVRP members to their new professional home,” said Stacy Palmer, Senior Vice President & COO, The Beryl Institute. “Volunteers play an integral role in elevating experience efforts globally, and we look forward to further supporting leaders of volunteer programs to expand the awareness and impact of their efforts.”

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T H E B E R Y L I N S T I T U T E

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.