The Impact of Child Life Professionals on Patient and Family Experience Explored by The Beryl Institute

New White Paper Examines What Patient Experience and Healthcare Can Learn from Child Life

Dallas, TX (March 15, 2018) – A new white paper by The Beryl Institute explores the value and impact of child life efforts and the core philosophies of child life that could inform patient experience efforts more broadly. Published in collaboration with the Association of Child Life Professionals (ACLP), this paper also provides considerations for action in applying the lessons of child life to patient experience efforts overall.

Child life specialists work every day with children, families and the healthcare team to move system-based approaches to collaborative approaches that are mutually beneficial to all those engaged in the healthcare experience. The paper includes perspectives from child life specialists, leaders or administrators responsible for patient experience efforts and family members from six organizations:

- Children’s Hospital Colorado, Aurora, CO
- Children’s Mercy Hospital, Kansas City, MO
- Florida Hospital for Children, Orlando, FL
- Mary Bridge Children’s Hospital & Health Network, Tacoma, WA
- NewYork-Presbyterian Hospital, New York, NY
- UCSF Benioff Children’s Hospital, San Francisco, CA

In the paper, contributors shared their insights and personal stories addressing the role of child life in patient and family experience overall and key philosophies of child life practice that can inform patient experience efforts. The paper includes an overview of seven concepts that can guide experience efforts and offers direct considerations for action relevant across healthcare settings.

“As this paper shows, child life drives value, assures quality and safety, creates personalization and even has the potential to reduce cost, ultimately driving the best in patient and family experience. Central to this is meeting children and families where they are and serving as a connector between caregivers and recipients of care. These actions result in improved healthcare experiences overall. The team of professionals and family members contributing to this paper have reinforced the very ideas of what passion and commitment look like when brought to life and put into action,” said Jason A. Wolf, PhD, CPXP, President of The Beryl Institute.

To download the white paper, visit http://www.theberylinstitute.org/?page=WhitePapers.

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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.

About the Association of Child Life Professionals: Established as a nonprofit organization in 1982, the Association of Child Life Professionals (ACLP) advances the field of child life by establishing and maintaining professional standards, enhancing the professional growth and development of members, and advancing the credibility of the child life profession by fostering research and promoting the standards of child life practice on a national and international level. The Association represents trained professionals with expertise in helping infants, children, youth, and families cope with the stress and uncertainty of illness, injury and treatment.