Experience Ecosystem Announced by The Beryl Institute

Framework, assessment and resources to guide efforts of healthcare organizations in experience improvement and excellence.

Dallas, TX (April 10, 2019) – Continuing its commitment to expand the global field of patient experience, The Beryl Institute launches the Experience Ecosystem, an interconnected community of resources, organizations and solutions to guide healthcare teams in positively impacting the patient experience.

Built around the Institute’s Experience Framework which reinforces the integrated nature of the healthcare experience by identifying eight strategic areas through which any experience endeavor should be framed, the ecosystem includes three levels:

- **Resources** – Content, resources, research and tools offered through The Beryl Institute community aligned with each segment of the Experience Framework for easy identification, access and application.
- **Associated Organizations** – Connection to organizations directly or indirectly focused on experience improvement that primarily operate with the intent of a social enterprise in a non-vendor capacity.
- **Solutions Providers** – Connection to product and solutions providers in The Beryl Institute’s Patient Experience Marketplace with offerings to support experience efforts.

The Experience Ecosystem can be accessed directly or through an Experience Assessment an online tool through which individuals or organizations can evaluate performance in each of the eight lenses of the experience framework. The assessment, built on the global research of The Beryl Institute on the identified desires of healthcare consumers and practices of high performing healthcare organizations, helps healthcare teams identify where they excel or have opportunities to address. The assessment then links directly to the Experience Ecosystem to provide immediate access to resources that can support and guide action.

“The premise of this effort is simple, to establish a framework through which we can individually, organizationally and collectively understand where we are, identify the opportunities we have and then connect to the resources and solutions that will help us continue on the road to experience excellence,” said Jason Wolf, PhD, CPXP, President of The Beryl Institute. “We believe it provides a means to shorten the distance to discovery of needs, builds a direct bridge to supporting resources and ultimately quickens the pace to outcomes.”

To view the Institute’s Experience Ecosystem and the Experience Framework, visit: [https://www.theberylinstitute.org/page/ExperienceEcosystem_TheBerylInstitute](https://www.theberylinstitute.org/page/ExperienceEcosystem_TheBerylInstitute)

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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.