The Role of Experience Leader in Healthcare Explored by The Beryl Institute

New white paper examines the significance and opportunities of the experience role

Nashville, TN (November 21, 2019) – A new white paper by The Beryl Institute explores the role of the experience leader by examining trends in data and sharing the voices and reflections of five senior experience leaders. Experience Leader: A Critical Role at the Heart of Healthcare, reflects on the progression of the field of experience, the structure of the experience leader position as well as the successes and challenges going forward.

To frame the conversation on the role of experience leader, findings from The Beryl Institute’s recent research, The State of Patient Experience 2019: A Call to Action for the Future of Human Experience are highlighted including data insights on the growth and diversity of experience leadership.

Other areas investigated include:

- Experience leaders desire for continuous improvement
- The personal connections and partnerships essential for successful leadership
- Alignment with the strategic direction of the organization
- Lessons learned to achieve success and key opportunities for action

The paper concludes with reflections on how the role of experience leader has transformed from addressing fundamental issues in healthcare’s past to a focus on rights and advocacy, and finally to service and satisfaction.

“As an integrator and a connector, an elevator of staff voices and a champion of patient perspective, the experience leader serves as an essential link in ensuring healthcare success,” said Jason A. Wolf, PhD, CPXP. “A commitment to this role recognizes this possibility, that in elevating the conversation on and the actions associated with experience we are ultimately doing all we aspire to in healthcare.”

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

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About The Beryl Institute:
The Beryl Institute is a global community that builds the capacity of organizations to elevate the human experience in healthcare and develops individuals who impact experience excellence. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.

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.