Critical Changes to Healthcare Measurement Practices Explored by The Beryl Institute

New white paper examines opportunities to improve measurement practices during the COVID-19 crisis and beyond

Nashville, TN (September 17, 2020) – Reinforcing its commitment to elevate the human experience in healthcare, The Beryl Institute publishes a new white paper, *Exploring the Future of Experience Measurement*. This paper is grounded in accounts from measurement providers, healthcare leaders and patients, families and care partners who emphasize how they currently engage in measurement practices and how they can improve in the future. Participants illustrate the necessity of making measurement practices the best they can be for improved experience, especially during this challenging time of a global pandemic and world-wide social dissonance on racism and equity. This paper also expands on recommendations found in a recent position paper from the Patient Experience Policy Forum (PXPF) via Health Affairs entitled, *It’s Time to Take Patient Experience Measurement and Reporting to A New Level*, released as the healthcare crisis was unfolding globally.

The paper illustrates how the pre-pandemic improvement opportunities for measurement have only become more evident through the COVID-19 crisis and brought to light a needed change in how we connect, engage and measure experience. Furthermore, the paper highlights how systemic racism and disparities in healthcare must be recognized and addressed in order for measurement practices to have true meaning. Specific examples are provided from individuals’ experiences in addition to input from measurement providers and healthcare leaders about meeting the challenges of updating current measurement practices.

The white paper concludes with what the future of experience measurement will look like as well as the contributors’ action items going forward, which include programs such as holistic measurement practices and leveraging advanced technology in a more effective manner. Additionally, the role of measurement providers, healthcare leaders and patients, families and caregivers are outlined. The final section includes a message of where we go from here and how the ideas shared in this paper create a vast catalyst for change.

“The idea that we must listen and act on the voices of patients remains timeless, but if we are committed to what the future of human experience in healthcare calls on us to do for our patients and care partners, our care teams and our communities, then the way we have measured must evolve,” said Jason Wolf, Ph.D., CPXP, President & CEO of The Beryl Institute. “It is time for a new era of experience measurement. This moment in our history has laid that need bare, and our contributors have confirmed it. It is now incumbent on every one of us to push forward. There is great possibility in what awaits.”

To download the white paper, please visit: [https://www.theberylinstitute.org/store/viewproduct.aspx?id=17089830](https://www.theberylinstitute.org/store/viewproduct.aspx?id=17089830)

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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. 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.