Recommendations Released for Addressing Healthcare Visitation Policies During COVID-19

Patient Experience Policy Forum shares statement on the importance of family and care partner participation and offers key actions for consideration

Nashville, TN (September 16, 2020) – The Patient Experience Policy Forum (PXPF), supported by The Beryl Institute, releases a new policy statement – Patient and family recommendations for addressing visitation policies during COVID-19. This statement illustrates that while the COVID-19 crisis has called on healthcare organizations globally to take measures to provide for the safety and well-being of both those served and those who work in healthcare every day, the impact of decisions around visitation and the presence of that support must be revisited.

The statement highlights the significant changes to policies and practices necessary to ensure that the basic needs of care partners are met and the associated evidence-based outcomes that result from effective patient and family engagement are realized. To address this moment of challenge and the decisions related to visitation, twelve recommendations are offered.

The recommendations in this statement are intended to provide both broad perspectives and specific guidance from the voices of patients and families in partnership with innovative healthcare leaders. And while not every organization may be able to address each item, a consideration of this wider view is critical in understanding the comprehensive nature of the visitation opportunity during this crisis.

“The challenges of this moment in which we find ourselves have called for difficult choices to be made, especially as it relates to family presence and the involvement of care partners in care settings for both COVID and non-COVID patients,” said Jason Wolf, PhD, CPXP, President & CEO of The Beryl Institute. “While actions have varied across organizations and virtual opportunities sprang into existence in many places, the impact of decisions around visitation and family presence must be reviewed and fully understood, particularly as our response to COVID-19 evolves and becomes more robust. These thoughtful insights offered from the voices of patient and family leaders provide a powerful perspective on what truly matters to those healthcare serves.”

View the full statement: https://www.theberylinstitute.org/page/PXPF_PolicyNews
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.

About The Patient Experience Policy Forum:

The Patient Experience Policy Forum (PXPF), supported by The Beryl Institute, is a broad-based and diverse coalition of patients, family members, caregivers, and health care professionals uniquely led by a balanced board of patient/family partners and senior patient experience leaders. Our purpose and commitment is to advocate for and help shape policy at the national and local levels on issues that directly affect patient and family experience and elevate the human experience in health care. We do so through convening policy forums, educating policy makers, sponsoring advocacy events, providing communication updates, and publishing calls to action.