The Role of Healthcare Patient Advocates Examined by The Beryl Institute

New white paper highlights the impact of advocates on patient and caregiver experience

Nashville, TN (July 31, 2019) – Reinforcing its commitment to change healthcare by advancing an unwavering commitment to the human experience, The Beryl Institute releases its latest white paper, Patient Advocates: Expanding the Landscape of Patient and Family Support. Through the voices of patient advocate contributors, this paper explores the vital role that patient advocates, both organization-based and independent, play in supporting patients and caregivers.

Inspired by volunteer leaders of The Beryl Institute’s Patient Advocacy Community, this effort surfaced in recognition of the need to better inform the healthcare community about how patient advocates impact patient experience. The paper serves to educate patients and family caregivers about the function of patient advocates so they will be better enabled to call on their services when needed. It also strives to better inform healthcare team members on the purpose, challenges and opportunities of the patient advocate role to facilitate a better understanding of how they might partner to improve experiences for patients and families.

The paper offers a unique and valuable perspective through frontline testimonials. The in-depth qualitative research reveals how the patient advocate role is fundamental to patient experience excellence and can greatly impact the stories of patients and families across the globe.

“One of the most critical needs we hear people raise in healthcare today is to have someone stand with them and/or for them through what can be a chaotic, complex and sometimes confusing process,” says Jason A. Wolf, PhD, CPXP, President and CEO of The Beryl Institute. “An advocate by definition is one who supports or promotes an interest; one who pleads the cause of another. An advocate by nature is active and selfless, is focused and purposeful, and that is what we find as we explore the topic of patient advocacy in this paper.”

To access this white paper, visit: https://www.theberylinstitute.org/store/ViewProduct.aspx?id=14507880

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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.