Nashville, Tenn. (May 30, 2019) – Supporting its commitment to improve patient experience throughout the care continuum, The Beryl Institute releases its latest white paper, *Innovating the Patient Experience: Trends, Gaps and Opportunities*. The white paper identifies examples of innovation through review of submissions from the inaugural Patient Experience Innovation Awards. The awards provide a platform for sharing and celebrating great work being done across the globe to improve the human experience in healthcare.

With discoveries and opportunities transferrable to many healthcare settings, the paper examines innovation through The Beryl Institute’s *Experience Framework*. This includes eight strategic lenses through which organizations can address experience improvement and excellence.

Submissions are shared through the eight lenses of the Experience Framework as a means to recognize where work has already been explored and can be replicated as well as highlight inactive areas with a need for strategic approaches to improvement.

Listed in the order of highest submission volume by Innovation Award applicants, the eight lenses are:

- Patient, Family, and Community Engagement
- Staff and Clinician Engagement
- Innovation and Technology
- Quality and Clinical Excellence
- Culture and Leadership
- Environment and Hospitality
- Infrastructure and Governance
- Policy and Measurement

“Given the nature of innovation, it may appear that looking for trends is an oxymoron,” said Tiffany Christensen, Vice President of Innovation, The Beryl Institute. “Yet, if we assume the award submissions are a microcosm of the innovation landscape, the trends and gaps provide a ‘heat map’ that provides insight into where the most energy for creative change exists, where innovations may have become stagnant and where there may be a lack of energy, knowledge or drive for change.”

To access this white paper, visit: https://www.theberylinstitute.org/store/ViewProduct.aspx?id=14080635

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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.*