Patient Experience in a Pediatric Setting Examined by The Beryl Institute
New white paper highlights key practices in elevating human experience in children’s hospitals

Nashville, TN (May 28, 2020) – Reinforcing its commitment to improve patient experience throughout the care continuum, The Beryl Institute releases its latest white paper, Caring for our Children: A Look at Patient Experience in a Pediatric Setting. The paper examines evidence of successful patient experience practices in pediatric settings and highlights key findings to help organizations achieve their experience goals.

The paper is grounded in a two-part research project consisting of eight focus group interviews with members of the Institute’s Pediatric Council as well as a survey of 142 pediatric organizations. In the absence of a mandated pediatric HCAHPS survey in the United States, the study sought to gather key measures in pediatric organizations as a means to benchmark and share improvement efforts that would enhance patient experience across the pediatric community.

The white paper evaluates patient experience in pediatrics through The Beryl Institute’s Experience Framework which includes eight strategic lenses through which organizations can address experience improvement and excellence. Listed below are the eight lenses as evaluated in the paper:

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

The paper concludes with key takeaways emphasizing the results of this initial benchmarking and the indication that thoughtful patient experience practices in pediatrics are vital and should be grounded in a shared mission/vision, the inclusion of patient and family voice and a commitment to quality and collaboration.

“Children’s hospitals are special places where a passion for assisting some of our most innocent and vulnerable patients has driven a unique attention to detail,” said Stacy Palmer, CPXP, Senior Vice President & COO of The Beryl Institute. “We hope this study will provide some level of benchmarking and introduce new considerations and ideas that will help organizations in all delivery settings elevate their commitment to the human experience.”

To download the white paper, visit:
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 patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.