Integration of Safety, Quality and Experience Efforts Believed to Drive the Best in Healthcare Outcomes

New white paper from The Beryl Institute examines opportunity to align organizational efforts to elevate human experience

Nashville, TN (February 20, 2020) – A new white paper by The Beryl Institute explores the significance of safety strategies in healthcare settings and how these practices influence the patient and clinician experience. The Experience of Safety in Healthcare: A Call to Expand Perceptions and Solutions, reflects on the integrated nature of safety and service and how they interact to create the overall experience of patients, families and clinicians.

The paper acknowledges the success, failure and efficiency of all safety efforts is fundamental to the experience of patients and families. In addition, the safety systems in place in an organization directly shape and define the clinician’s experience.

Generated from these concepts, key recommendations in integrating safety and experience are explored:

• Acknowledge safety as a primary driver for overall experience of both patients and clinicians
• Approach safety and patient experience through a unified lens
• Make financial choices that reflect a commitment to the experience of safety
• Make a conscious, accountable and strategic effort to build a culture of caring
• Optimize technology to care for the caretakers
• Engage patient and family voice to lead change and drive future solutions

The paper also examines the inherent relationship patients and families see between safety and service. It further reinforces the opportunity for healthcare organizations to partner with patients to positively impact all aspects of care and reinforces that listening to and engaging patients and families are at the root of improving their experience.

“When we reintroduce humanity to healthcare and the human perspective that it brings, we can no longer overlook the intricately interwoven reality of quality, safety and service,” said Jason Wolf, Ph.D., CPXP, President of The Beryl Institute. “Together, they are the complete experience people have. They are the outcomes we provide, and our actions must not waver from this reality.”

This white paper was developed in partnership with BD. To download the white paper, visit http://www.theberylinstitute.org/?page=WhitePapers.

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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.

About BD:
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