Introduced by The Beryl Institute

Framework for action looks to align efforts to ensure the human experience at the heart of healthcare flourishes through the current health crisis and beyond.

Nashville, TN (November 1, 2020) – Reinforcing its commitment to elevate the human experience in healthcare, The Beryl Institute releases a framework for action, The New Existence. The COVID-19 crisis has shifted the foundations of healthcare forever and revealed the systemic weaknesses of healthcare globally. As we move through his moment in history, there is not a normal to which healthcare will return, rather there is an opportunity for a new existence. The Institute, guided by a global steering team and over 1000 voices from its global community, has worked to co-create The New Existence and outline actions that will support this new future for healthcare.

Grounded in the strategic lenses that shape the experience framework and building a path to Human Experience 2030, The New Existence will align efforts and ensure the human experience at the heart of healthcare flourishes. It will ultimately lead to a future that is co-created by the diverse voices leading and engaging in healthcare globally. The New Existence is framed by four core segments and a comprehensive set of associated actions:

- **Care Teams**: Redefine and advance the integrated nature of and critical role patients and their circle of support play on care teams.
- **Governance and Leadership**: Reimagine, redefine and reshape the essential role of leadership in driving systematic change.
- **Models of Care & Operations**: Co-design systems, processes and behaviors to deliver the best human experience.
- **Policy & Systemic Issues**: Advocate for equitable institutional, governmental and payor policies, incentives and funding to drive positive change.

The Beryl Institute is offering a series of webinars and a community conversation, led by Jason A. Wolf, Ph.D., CPXP, President & CEO of The Beryl Institute, to introduce The New Existence. The dates and times for these upcoming events are listed below:

November 5, 11am ET
**Webinar - Introduction to The New Existence**

November 5, 9pm ET
**Webinar - Introduction to The New Existence**

November 6, 11am ET
**Community Conversation - The New Existence**

November 10, 11am ET
**Webinar - Introduction to The New Existence (Portuguese Translation)**
“We must acknowledge there is not a “new normal” to which we will ultimately arrive as we move through this crisis. This moment has shifted our perspective to what is and will be possible for healthcare. That future is grounded in a new existence, where much of what we have espoused and worked so hard to put in place before this crisis will remain essential,” said Wolf. “The New Existence, representing the voices of the global healthcare community, is intended to align disparate efforts, provide a framework for action and ensure the human experience at the heart of healthcare flourishes. It will ultimately steer us through this moment to a future we create together.”

To learn more about The New Existence, please visit: https://www.theberylinstitute.org/page/new-existence

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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.*